

TCG OHIO

Schedule of Rates, Charges, and Regulations Governing

LOCAL TELEPHONE EXCHANGE SERVICES

Applying to Intrastate Services in Kentucky

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

CHECK SHEET

The Title Sheet and Sheets 1 to 115 are effective as of the date shown.  
Revised pages as named below contain all changes from the original tariff  
that are in effect on the date thereof.


Sheet	Revision	Sheet	Revision	Sheet	Revision
Title Page	Original	50	Original	82.1	Original
1*	18th Revised	51	Original	83	Original
2	Original	52*	1st Revised	84	Original
3	5th Revised	53	Original	85	Original
4	Original	54	Original	86	Original
5	Original	55	Original	87	Original
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8	Original	58	Original	90	Original
9	Original	59	Original	91	Original
10	Original	60	Original	92	Original
11	Original	61	Original	93	Original
12	Original	62	Original	94	Original
13	Original	63	Original	95	Original
14	Original	64	Original	96	Original
15	Original	65	3rd Revised	97	Original
16	Original	65.1	1st Revised	98	Original
17	Original	66	2nd Revised	99	Original
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19	Original	68	2nd Revised	101	Original
20	Original	68.1	Original	102	Original
21	Original	68.2	Original	102.1	Original
22	Original	68.3	Original	103	Original
23	Original	68.4	Original	104	Original
24	Original	68.5	Original	105	Original
25	Original	68.6	Original	106	Original
26	Original	69	Original	107	Original
27	Original	69.1	Original	108	1st Revised
28	Original	69.2	Original	109	1st Revised
29	2nd Revised	69.3	2nd Revised	110	1st Revised
30	Original	69.4	1st Revised	111	2nd Revised
31	Original	70	Original	112	1st Revised
32	Original	71	Original	113	Original
33	Original	72	Original	114	1st Revised
34	Original	73	Original	115	Original
35	Original	74	Original	116	Original
36	Original	75	2nd Revised	117	Original
40	Original	75.1	Original	118	Original
41	Original	76	Original	119	Original
42	Original	77	Original	120	Original
43*	1st Revised	78*	4th Revised		
44	Original	78.1	Original		
45	Original	79	Original		
46	Original	80*	1st Revised		
47	Original	81	Original		
48	Original	82	Original		
49	Original				

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

\*Denotes New or Revised.

SEP 13 2002

PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

BY   
EXECUTIVE DIRECTOR

Issued: August 14, 2002

Effective: September 13, 2002

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PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JUL 04 2003

PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

BY Charles W. Down  
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Issued: June 4, 2003

Effective: July 4, 2003

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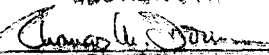
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PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JUL 04 2003

PURSUANT TO 807 KAR 5-011  
SECTION 9(1)

BY   
EXECUTIVE DIRECTOR

Issued: June 4, 2003

Effective: July 4, 2003

By: Leslie O. Buford, Tariff Administrator  
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EXPLANATION OF SYMBOLS

The following symbols shall be used in this tariff for the purpose indicated below:

- (C) To signify changed regulation.
- (D) To signify discontinued rate or regulation.
- (I) To signify increased rate.
- (N) To signify new rate or regulation.
- (R) To signify reduced rate.
- (M) To signify a move.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)  
BY: Stephan D. Bell  
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Issued: October 1, 1999

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Effective: November 1, 1999

SECTION 1 -- APPLICATION OF TARIFF

- 1.1 This tariff applies to the furnishing of Local Exchange Services by TCG Ohio ("TCG") within the State of Kentucky. Local Exchange Services are furnished for the use of business end-users in placing and receiving local telephone messages within a local calling area.
- 1.2 This tariff applies only for the use of the Company's services for communications within local and intraLATA calling areas. This includes the use of TCG Ohio's network to complete an end-to-end local communication; and to obtain access to the intrastate services offered by other service providers.
- 1.3 The provision of local exchange telecommunications service is subject to existing regulations specified in the tariffs of the Company, and may be revised, added to, or supplemented by superseding issues.
- 1.4 All offered service contained herein is subject to available facilities and authorization from the local municipalities in the jurisdiction where the service is offered.
- 1.5 The Company may offer various unregulated services in conjunction with or ancillary to its regulated services.
- 1.6 When services and facilities provided by the Company are used to obtain access to the regulated or unregulated services provided by another company, or are used by another company as a part of the regulated or unregulated services offered by that company, the regulations of the Company apply only to the use of the Company's services and facilities.
- 1.7 Services under this Tariff may be offered and billed under the name of the Teleport Communications Group Operating Company serving the customer's location, or under the name of a subsidiary or affiliate, including but not limited to AT&T Corp., AT&T Communications and any AT&T affiliates authorized to provide you with AT&T services prior to November 17, 2005. Services may be offered singly or in bundles with services offered by Teleport Communications Group Operating Companies or their affiliates.
- 1.8 Local Service and/or Exchange areas for this state are concurrent with those defined in the AT&T Local Exchange Services tariff section 3.1.

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PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
5/4/2006  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

Issued: April 19, 2006

Effective: May 4, 2006

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By   
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**SECTION 2 - DEFINITIONS**

Certain terms used generally throughout the tariffs of TCG are defined below:

Advance Payment: Part or all of a payment required before the start of service.

Authorized User: A person, firm or corporation which is authorized by the Customer or joint user to be connected to the service of the Customer or joint user, respectively.

Bit: The smallest unit of information in the binary system of notation.

CCS: One hundred call seconds or one hundred seconds of telephone conversation. One hour of telephone traffic is equal to 36 CCS ( $60 \times 60 = 3600$  divided by  $100 = 36$ ) which is equal to one erlang.

Central Office: A switching unit providing telecommunication services to the general public, designed for terminating and interconnecting lines and trunks.

Communications Services: The Company's intrastate regulated telecommunications services.

Company: TCG Ohio, the issuer of this tariff.

Customer: The person, firm or corporation which purchases service and is responsible for the payment of charges and compliance with the Company's regulations.

Dial Pulse or ("DP"): The pulse type employed by rotary dial station sets.

Direct Inward Dial or ("DID"): A service attribute that allows individual stations users to be accessed by an outside caller without having to pass through an operator or attendant.

Dual Tone Multi-Frequency or ("DTMF"): The pulse type employed by tone dial station sets.

Duplex Service: Service which provides for simultaneous transmission in both directions.

Exchange Access Line: All of the Company's Central Office equipment and outside plant facilities that are needed to connect the serving Central Office up to and including the Company-provided Network Interface or equivalent.

Fiber Optic Cable: A thin filament of glass with a protective outer coating through which a light beam carrying communications signals may be transmitted by means of multiple internal reflections to a receiver, which translates the message.

Flat Rate Service: An exchange service for which a specified rate is charged, regardless of the amount of local usage.

Ground Start: Describes the signaling method between the PBX/key system interface and the central office switch. It is also a request for service.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 207 KAR 0019,  
SECTION 9(1)

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Issued: October 1, 1999

Effective: November 1, 1999

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SECTION 2 - DEFINITIONS

**In-Only:** A service attribute that restricts outward dial access and routes incoming calls to a designated answer point.

**Joint User:** A person, firm or corporation which is designated by the Customer as a user of services furnished to the Customer by the Company and to whom a portion of the charges for the service will be billed under a joint user arrangement as specified in the Company's tariff.

**Kbps:** Kilobits per second, denotes thousands of bits per second.

**LATA:** A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

**Local Exchange Service:** The furnishing services to the Company's customers within an exchange for local calling. This service also provides access to and from the telecommunications network for long distance calling.

**Loop Start:** Describes the signaling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

**Mbps:** Megabits, denotes millions of bits per second.

**Multi-Frequency ("MF"):** An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

**Network:** Refers to the Company's facilities, equipment, and services provided under this tariff.

**Out-Only:** A service attribute which restricts DID.

**P.nn:** The grade of service for a telephone system. The digits following the P, i.e., nn, indicate the number of calls per hundred that are blocked by the system. It is a goal or measure of an event. In the example "P.01", means one call in a hundred can be blocked, so the system is designed to meet this criterion.

**Point of Connection:** Also abbreviated "POC." A location designated by the Company for the connection of Customer-provided wiring and terminal equipment to the services offered under the tariffs of the Company.

**Port:** A connection to the Company's switching network with one or more voice grade communications channels, each with a unique network address (telephone number), dedicated to the Customer. Each port is equipped with a Terminal Interface.

**Premises:** The space occupied by a Customer or authorized user in a building or building on the Company's property (except railroad rights-of-way, etc.) not separated by a highway.

Issued: October 1, 1999

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PURSUANT TO 807 KAR 10.010  
SECTION 9 (1)  
BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION  
Effective: November 1, 1999

SECTION 2 - DEFINITIONS

**Primary Basic Exchange Service:** The first business basic exchange lines at a Customer's premises, and the first two business basic exchanges access lines at a business premises, that consist of a dial tone line and the associated usage service.

**Private Branch Exchange (PBX) Service:** An arrangement which comprises manual and/or automatic common equipment, wiring and station apparatus, and which provides for interconnection of main station lines associated with an attendant position and/or common equipment located at the Customer's premises or extended to another Customer's premises of the same Customer. PBX service provides for centralized processing of exchange access by stations through groups of Central Office trunks, WATS lines, etc., or with other communication systems through voice D circuits connected to the common equipment. Intercommunications between stations through the common equipment is an inherent feature of the system.

**Primary Distribution Node:** A location on the Company's switching network, designated by the Company as an aggregation and interconnection point.

**P.S.C.** The Kentucky Public Service Commission.

**Recurring Charges:** The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

**Service Commencement Date:** The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or the tariffs of the Company, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

**Service Order:** The written request for Network Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth herein and pursuant to the tariffs of the Company, but the duration of the service is calculated from the Service Commencement Date.

**Shared:** A facility or equipment system or subsystem that can be used simultaneously by several Customers.

**Terminal Interface:** The method of physical connection between a Company-provided service and a Customer's or User's transmission cable, inside wiring, or terminal equipment. <sup>PURSUANT TO 807 KAR 5-011, EFFECTIVE NOVEMBER 1, 1999</sup> Upon the service ordered by the Customer, there may be a choice of terminal interfaces. <sup>THE KENTUCKY PUBLIC SERVICE COMMISSION IS RESPONSIBLE FOR ORDERING A TERMINAL INTERFACE THAT IS COMPATIBLE WITH THE CUSTOMER'S OR USER'S TERMINAL EQUIPMENT.</sup> All terminal interfaces will be provided by industry-standard connectors as specified in or authorized by Subpart F of Part 68, Title 47, Code of Federal Regulations.

Issued: October 1, 1999

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NOV 01 1999  
PURSUANT TO 807 KAR 5-011,  
SECTION 9(1)  
Effective November 1, 1999  
BY Stephan B. Bell  
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**SECTION 2 - DEFINITIONS**

**Two Way:** A service attribute that includes DOD (the ability to dial directly from an extension without having to go through an operator or attendant) for outbound calls and can also be used to carry inbound calls to a central point for further processing.

**User:** Any person or entity that obtains the Company's services provided under this Tariff, regardless of whether such person or entity is so authorized by the Customer.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan O. Bell  
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Issued: October 1, 1999

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Effective: November 1, 1999

SECTION 3 -- GENERAL REGULATIONS

3.1 Undertaking of the Company

- A) The Company does not undertake to transmit messages but offers the use of its facilities for the transmission of communications.
- B) Customers and Users may use services and facilities provided under the tariffs of the Company to obtain access to services offered by other companies. The Company is responsible for the services and facilities provided under its tariffs, and for unregulated services provided pursuant to contract, and it assumes no responsibility for any service (whether regulated or not) provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.
- C) The Company shall have no responsibility with respect to billings, charges or disputes related to services used by the Customer which are not included in the services herein including, without limitation, any local, regional and long distance services not offered by the Company. The Customer shall be fully responsible for the payment of any bills for such services and for the resolution of any disputes or discrepancies with the service provider.
- D) Services, features and functions will be provided where facilities, including but not limited to, billing capability, technical capability and the ability of the Company to purchase unbundled network elements ("UNEs") (as that term is defined by applicable law), either alone or in combination (including a combination of unbundled switching with other UNEs), are available. The Company reserves the right to withdraw any service provided pursuant to this tariff or to modify its terms and conditions, upon 30 days notice, in the event that changes occur (including regulatory changes) which affect either the availability of facilities to the Company or the terms and conditions upon which they are obtained. The foregoing is in addition to all other existing rights retained by the Company to modify or withdraw its services at any time

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(M) Material has been moved to Sheet 10.1.

SEP 30 2003

PURSUANT TO 807 KAR 5:011  
SECTION 9(1)

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Issued: August 29, 2003

Effective: September 30, 2003

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SECTION 3 -- GENERAL REGULATIONS

3.1 Undertaking of the Company (Cont'd.)

- E) The Company reserves the right to increase charges for the Services provided to Customer, regardless of any term commitment, as a result of: (i) expenses incurred by the Company reasonably relating to regulatory assessments stemming from an order, rule or regulation of any regulatory authority or court having competent jurisdiction; (ii) other governmental charges or fees; (iii) charges or payment obligations imposed on the Company related to termination of domestic or international calls to mobile numbers; or (iv) reductions in amounts other carriers are required to pay to the Company or increases in the amount the Company is required to pay to other carriers.

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3.1.1 Shortage of Equipment or Facilities

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The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control on a non-discriminatory basis.

The furnishing of service under the tariffs of the Company is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company. governed by the laws of the State of Kentucky.

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(M) Material previously located on Sheet 10.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

SEP 30 2003

PURSUANT TO 807 KAR 5.011  
SECTION 9 (1)

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Issued: August 29, 2003

Effective: September 30, 2003

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**SECTION 3 - GENERAL REGULATIONS**

**3.1 Undertaking of the Company (Cont'd.)**

**3.1.2 Terms and Conditions**

- A) Service is provided on the basis of a minimum period of at least one month, 24-hours per day. For the purpose of computing charges, a month is considered to have 30 days.
- B) Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in the tariffs of the Company. Customer will also be required to execute any other documents as may be reasonably requested by the Company.
- C) At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the service order and the tariffs of the Company prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- D) In any action between the parties to enforce any provision of the tariffs of the Company, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
- E) The tariffs of the Company shall be interpreted and governed by the laws of the State of Kentucky.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)  
BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

**SECTION 3 - GENERAL REGULATIONS**

**3.1 Undertaking of the Company (Cont'd.)**

**3.1.3 Liability of the Company**

- A) The liability of the Company for damages arising out of the furnishing of its Services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in Section 3.6, following. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer or User as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- B) The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.
- C) The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers or Users facilities or equipment used for or with the services the Company offers.
- D) The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or User or due to the failure or malfunction of Customer - or User-provided equipment or facilities.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
BY: Stephan Bue  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

Effective: November 1, 1999

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**SECTION 3 - GENERAL REGULATIONS**

**3.1 Undertaking of the Company (Cont'd.)**

**3.1.3 Liability of the Company (Cont'd.)**

- E) The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this paragraph as a condition precedent to such installations.
- F) The Company is not liable for any defacement of or damage to Customer or User premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
- G) The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid the Company by Customer for the specific services giving rise to the claim except as stated herein. No action or proceeding against the Company shall be commenced more than two years after the service is rendered or as required by Kentucky law.
- H) The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer provided equipment or facilities.
- I) The Company shall not be liable for any damages resulting from delays in meeting any service dates due to delays resulting from normal construction procedures. Such delays shall include, but not be limited to, delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals and delays in actual construction work.
- J) The Company shall not be liable for any damages whatsoever to property resulting from the installation, maintenance, repair or removal of equipment and associated wiring unless the damage is caused by the Company's willful misconduct or negligence.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY

FF66046

NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)

BY: Stephen B. Sullivan  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

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SECTION 3 - GENERAL REGULATIONS

**3.1 Undertaking of the Company (Cont'd.)**

**3.1.3 Liability of the Company (Cont'd.)**

- K) THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH IN ITS TARIFFS.
- L) The Company shall not be liable for and damages whatsoever associated with service, facilities, or equipment which the Company does not furnish or for any act or omission of Customer or any other entity furnishing services, facilities or equipment used for or in conjunction with TCG Ohio service.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

**SECTION 3 - GENERAL REGULATIONS****3.1 Undertaking of the Company (Cont'd.)****3.1.4 Notification of Service-Affecting Activities**

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

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EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

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Effective: November 1, 1999

SECTION 3 - GENERAL REGULATIONS**3.1 Undertaking of the Company (Cont'd.)****3.1.5 Provision of Equipment and Facilities**

- A) The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in the tariffs of the Company.
- B) The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may Customer permit others to disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C) The Company may substitute, change or rearrange any equipment or facility from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
- D) Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the Company provided it.
- E) The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer or User when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer or User.
- F) The Company shall not be responsible for the installation, operation, or maintenance of any Customer - or User-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to the tariffs of the Company, the responsibility of the Company shall be limited to the furnishing of facilities offered under the tariffs of the Company and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

the transmission of signals by Customer-provided equipment or the quality of, or defects in, such transmission; or

the reception of signals by Customer-provided equipment.

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NOV 01 1999

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**SECTION 3 - GENERAL REGULATIONS****3.1 Undertaking of the Company (Cont'd.)****3.1.6 Non-Routine Installation**

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours and/or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

**3.1.7 Ownership of Facilities**

Title to all facilities provided in accordance with the tariffs of the Company remains with the Company, its agents or contractors. The Customer shall not have, nor shall it assert, any right, title or interest in all the fiber optic or other facilities and associated equipment provided by the Company.

**3.1.8 Optional Rates and Information Provided to the Public**

The Company will promptly advise Customers who may be affected of new, revised or optional rates applicable to their service. Pertinent information regarding the Company's services, rates and charges shall be provided directly to Customers, or shall be available for inspection at the Company's local business address.

**3.1.9 Continuity of Service**

In the event of prior knowledge of an interruption of service for a period exceeding one day, the Customers will, if feasible, be notified in writing, by mail, at least one week in advance.

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NOV 01 1999

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SECTION 3 - GENERAL REGULATIONS

3.1 Undertaking of the Company (Cont'd.)

3.1.10 Governmental Authorizations

The provision of services is subject to and contingent upon the Company obtaining and retaining such approvals, consents, governmental authorizations, licenses and permits, as may be required or be deemed necessary by the Company. The Company shall use reasonable efforts to obtain and keep in effect all such approvals, consents, authorizations, licenses and permits that may be required to be obtained by it.

The Company shall be entitled to take, and shall have no liability whatsoever for, any action necessary to bring the Services into conformance with any rules, regulations, orders, decisions, or directives imposed by the Federal Communications Commission, the P.S.C. or any other applicable agency, and the Customer shall fully cooperate in and take such action as may be requested by the Company to comply with any such rules, regulations, orders, decisions, or directives.

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OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011;  
SECTION 9 (1)  
BY: Stephan B. Bell  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

Effective: November 1, 1999

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**SECTION 3 - GENERAL REGULATIONS**

**3.2 Obligations of the Customer**

The Customer shall be responsible for:

- A) the payment of all applicable charges pursuant to the tariffs of the Company;
- B) damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer or of any User; or by the noncompliance by the Customer or any User with these regulations; or by fire or theft or other casualty on the Customer's or any User's Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C) providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate the Company facilities and equipment installed on the premises of the Customer or any User; and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- D) any and all costs associated with obtaining and maintaining the rights-of-way from the point of entry at the Customer's location to the termination point where service is finally delivered to the Customer, including, but not limited to, the costs of installing conduit or of altering the structure to permit installation of Company provided facilities. The Customer's use of such rights-of-way shall in all respects be subject to the terms, conditions and restrictions of such rights-of-way and of agreements between the Company and such third parties relating thereto, including without limitation, the duration applicable to and the condemnation of such rights-of-way, and shall not be in violation of any applicable governmental ordinance, law, rule, regulation or restriction. Where applicable, the Customer agrees that it shall assist the Company in the procurement and maintenance of such right-of-way. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service.

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OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

Effective: November 1, 1999

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SECTION 3 - GENERAL REGULATIONS**3.2 Obligations of the Customer (Cont'd.)**

- E) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which the Company's employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain the Company's facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., friable asbestos) prior to any construction or installation work;
- F) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of the Company's facilities and equipment in any Customer or User premises or the rights-of-way for which Customer is responsible under subsection 3.2(d); and granting or obtaining permission for the Company's agents or employees to enter the premises of the Customer or any User at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- G) not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
- H) making the Company's facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

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NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
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SECTION 3 - GENERAL REGULATIONS**3.2 Obligations of the Customer (Cont'd.)****3.2.1 Prohibited Uses**

- A) The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer or User has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- B) The Company may require a Customer or User immediately to shut down its transmission of signals if said transmission is causing interference to others.
- C) A Customer or User may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in the tariffs of the Company will apply.

**3.2.2 Claims**

With respect to any service or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

- A) any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer or User or either of their employees, agents, representatives or invitees;
- B) any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer or User, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between Customer and the Company; or
- C) any claim of any nature whatsoever brought by a User with respect to any matter for which the Company would not be directly liable to the Customer under the terms of the applicable Company tariff.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

Issued: October 1, 1999

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Effective: November 1, 1999  
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**SECTION 3 - GENERAL REGULATIONS**

**3.3 Customer Liability for Unauthorized Use of the Network**

**3.3.1 Unauthorized Use of the Network**

- A) Unauthorized use of the Network occurs when: (1) a person or entity that does not have actual, apparent, or implied authority to use the Network, obtains the Company's services provided under this Tariff; or (2) a person or entity that otherwise has actual, apparent, or implied authority to use the Network, makes fraudulent use of the Network to obtain the Company's services provided under this Tariff, or uses specific services that are not authorized.
- B) The following activities constitute fraudulent use:
- 1) Using the Network to transmit a message, locate a person, or otherwise give or obtain information, without payment for the service;
  - 2) Using or attempting to use the Network with the intent to avoid payment, either in whole or part, of any of the Company's tariffed charges by either rearranging, tampering with, or making connections not authorized by this Tariff to any service components used to furnish the Company's services or using fraudulent means or devices, tricks, schemes, false or invalid numbers, false credit devices or electronic devices;
  - 3) Toll Free callers using the Network with the intent of gaining access to a Customer's outbound calling capabilities on an unauthorized basis; and
  - 4) Using fraudulent means or devices, tricks, schemes, false or invalid numbers, false credit devices or electronic devices to defraud or mislead callers.
- C) Customers are advised that use of telecommunications equipment and services, including that provided under this Tariff, carries a risk of various forms of telecommunications fraud (including, but not limited to, toll and PBX fraud perpetrated by Users who gain access to a Customer's facilities, account numbers, security or authorization codes, etc.). Customers should take all necessary steps to restrict access to their facilities, including the equipment and services provided hereunder, and to detect and prevent unauthorized use of the equipment and services provided by the Company under this Tariff.

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EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan O. Bell

SECRETARY OF THE COMMISSION

Effective: November 1, 1999

Issued: October 1, 1999

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SECTION 3 - GENERAL REGULATIONS

**3.3 Customer Liability for Unauthorized Use of the Network (Cont'd.)**

**3.3.2 Liability for Unauthorized Use**

- A) Except as provided for elsewhere in this Tariff, the Customer is responsible for payment of all charges for services provided under this Tariff furnished to the Customer or User. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by Users or other third parties, the Customer's employees, or the public.
- B) The Customer is responsible for payment of all outbound call charges arising from the calls placed to a Customer's Toll Free Service number, whether or not calls are authorized or fraudulent, where the User gains access to the Customer's outbound calling equipment and services.
- C) The Customer is liable for all costs incurred as a result of unauthorized use of the Network, including service charges and any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive charges.
- D) The Customer is responsible for payment of any charges related to the suspension and/or termination of service, and any charges for reconnection of service, incurred as a result of unauthorized use of the Network.

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NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)  
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SECTION 3 - GENERAL REGULATIONS

**3.3 Customer Liability for Unauthorized Use of the Network (Cont'd.)**

**3.3.3 Liability for Calling Card Fraud**

- A) The Customer is liable for the unauthorized use of the Network obtained through the fraudulent use of a Company Calling Card, provided that the unauthorized use occurs before the Company has been notified.
- B) The Customer must give the Company notice that unauthorized use of a Company Calling Card has occurred or may occur as a result of loss, theft or other reasons. For the purposes of this section, "notice" occurs when the Company receives a written confirmation that unauthorized use of a Company Calling Card has occurred or may occur as a result of loss, theft or other reasons.
- C) The Company may, but is not required to, advise the customer of abnormal calling patterns or other possible unauthorized use of Company Calling Cards assigned to the customer. In addition, the Company may, but is not required to block calls on Company Calling Card authorization codes which the Company believes to be unauthorized or fraudulent.

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NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

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**SECTION 3 - GENERAL REGULATIONS**

**3.3 Customer Liability for Unauthorized Use of the Network (Cont'd.)**

**3.3.4 Liability for Credit Card Fraud**

- A) The Customer is liable for the unauthorized use of the Network obtained through the fraudulent use of a Credit Card, provided: (1) the Credit Card is an accepted credit card, and (2) the unauthorized use occurs before the Company has been notified.

An accepted credit card is any credit card that a cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any credit card issued as an renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

- B) The liability of the Customer for unauthorized use of the Network by Credit Card fraud will not exceed the lesser of \$50 or the amount of money, property, labor, or services obtained by the unauthorized user before notification to the Company.
- C) The Customer must give the Company written notice that unauthorized use of a Credit Card has occurred or may occur as a result of loss, theft or other reasons. For the purposes of this section, "notice" occurs when the Company receives a written confirmation that unauthorized use of a Credit Card has occurred or may occur as a result of loss, theft or other reasons.

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NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)  
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SECTION 3 - GENERAL REGULATIONS**3.4 Customer Equipment and Channels**

A User may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of telephonic signals, except as otherwise stated in the tariffs of the Company. A User may transmit any form of signal that is compatible with the Company's equipment, but except as otherwise specifically stated in its tariffs, the Company does not guarantee that its services will be suitable for purposes other than telephonic communication. Refer to technical standards herein.

**3.4.1 Station Equipment**

- A) Terminal equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company's Point of Connection.
- B) The Customer is responsible for ensuring that Customer-provided equipment connected to the Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.
- C) Customer-provided station equipment may be attached to services provided under the tariffs of the Company subject to Part 68 of the FCC Rules and to any applicable provisions of the tariffs of the Company and is the sole responsibility of the Customer.
- D) The Company is not responsible for malfunctions of Customer-owned telephone sets or other Customer-provided equipment, or for misdirected calls, disconnects or other service problems caused by the use of Customer-owned equipment.

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NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
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SECTION 3 - GENERAL REGULATIONS

3.4 Customer Equipment and Channels (Cont'd.)

3.4.2 Interconnection of Facilities

- A) Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communications Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- B) Communications Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.
- C) Facilities furnished under the tariffs of the Company may be connected to Customer provided terminal equipment in accordance with the provisions of the tariffs of the Company. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations.

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NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)  
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**SECTION 3 - GENERAL REGULATIONS**

**3.4 Customer Equipment and Channels (Cont'd.)**

**3.4.3 Tests and Adjustments**

Upon suitable notice, the Company may make such tests, adjustments, and inspections as may be necessary to maintain the Company's facilities in satisfactory operating condition. No interruption allowance will be credited to the Customer for the period during which the Company makes such tests, adjustments, or inspections.

**3.4.4 Inspections**

- A) Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the User is complying with the requirements set forth herein for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- B) If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

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NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)  
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**SECTION 3 -- GENERAL REGULATIONS**

**3.5 Payment for Service**

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

**3.5.1 Billing and Collection of Charges**

- A) Non-recurring charges are due and payable within 30 days after the date an invoice is mailed to the Customer by the Company.
- B) The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within 30 days after the invoice is mailed.
- C) Charges based on measured usage will be included on the next invoice rendered following the end of the month in which the usage occurs, and will be due and payable within 30 days after the invoice is mailed.

Usage is timed and rated per call in increments specified in the applicable service tariffs. Timing begins with the completion of the connection (when the called party "picks-up") and ends with the termination of the connection (when the calling party "hangs-up"). Partial increments will be rounded up to the next full increment and partial cents will be rounded to the next whole cent, when the billing capability is available.

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(N)

- D) When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
- C) Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in the tariffs of the Company or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

A Customer may request the rescheduling of the effective service date of an order. Where the Customer requests such a rescheduling less than thirty (30) days prior to the originally requested service date, the Customer may be charged a rescheduling charge equal to the greater of \$100 or the non-recurring charge applicable to the service being rescheduled. If a Customer requests a rescheduling on or after the originally scheduled installation date, or fails to accept or use a service made available for the Customer's use on the originally scheduled effective service date, the Company may begin assessing, and Customer shall pay, Monthly Recurring Charges beginning thirty-one (31) days after the original service effective date.

- F) If any portion of the payment is received by the Company after the date due, or if any portion of the payment is received by the Company in funds which are not immediately available, then a late payment penalty shall be due to the Company. The late payment penalty shall be the portion of the payment not received by the date due, net of taxes, not compounded, multiplied by a late factor of 1.0%.

Issued: August 30, 2001

Effective: October 1, 2001

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PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)

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OCT 01 2001

**SECTION 3 - GENERAL REGULATIONS**

**3.5 Payment for Service (Cont'd.)**

**3.5.2 Advance Payments**

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and the first month's recurring charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill and may be required in addition to a deposit.

A Customer whose service has been discontinued for non-payment of bills will be required to pay the unpaid balance due carrier and may be required to pay reconnect charges.

**3.5.3 Deposits**

A) The Company may, in order to safeguard its interests, require an applicant to make a suitable deposit to be held by the Company as a guarantee of payment of charges. A deposit will be required under the following conditions:

- 1) Applicant has had no previous nonresidential telephone service; or
- 2) Applicant does not have verifiable credit with any TCG Company anywhere within the United States in the same or similar business; or
- 3) Applicant has had previous nonresidential service with any TCG Company anywhere within the United States but has an outstanding and unpaid bill for nonresidential telephone service; or has not established satisfactory credit. Satisfactory credit for a nonresidential Customer is defined as twelve consecutive months of service without a suspension of service for nonpayment or with no more than one notification of intent to suspend service for nonpayment.

- 4) Applicant for nonresidential service will be given credit for previous nonresidential service only if the applicant is same business entity to which such service was previously accorded.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)  
BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

Effective: November 1, 1999

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**SECTION 3 - GENERAL REGULATIONS**

**3.5 Payment for Service (Cont'd.)**

**3.5.3 Deposits (Cont'd.)**

**A) (Cont'd.)**

5) Applicant is a candidate for political office or is a person or organization acting on behalf of a candidate for political office and is ordering nonresidential service to accommodate this condition. A security bond or bank letter of credit equal to the Company's deposit requirement will be the only acceptable substitute for a cash deposit.

B) The amount of the deposit shall be no more than 2/12ths of the estimated annual bill for the Customer's local and message toll services. If the Company retains the Customer's deposit for more than eighteen (18) months, it shall, by written notice and at the customer's request, recalculate the deposit every eighteen (18) months based on the Customer's actual usage.

C) An initial deposit or an additional deposit will be required of an existing Customer when high risk is indicated and existing security is insufficient. Such requirement will be imposed only under the following circumstances:

1) When one month's toll usage exceeds by 20% or more, or \$100, whichever is greater, the toll amount used as the basis for the deposit, and the length of present service is twelve months or less; or the length of present service is more than twelve months, but payment history includes a suspension of service for nonpayment, or more than one notification of intention to suspend service for nonpayment, during the previous twelve-month period.

2) When the Customer is a candidate for political office or is a person or organization acting on behalf of a candidate for political office the deposit requirement will be adjusted monthly to reflect twice the current month's actual billing. Under this circumstance, a security bond or bank letter of credit equal to the Company's deposit requirement will be the only acceptable substitute for a cash deposit

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NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan D. Bell

SECRETARY OF THE COMMISSION  
Effective: November 1, 1999

Issued: October 1, 1999

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SECTION 3 - GENERAL REGULATIONS

3.5 Payment for Service (Cont'd.)

3.5.3 Deposits (Cont'd.)

- D) When the combined deposits for all of the Company's services subject to this section exceed \$75.00 per access line, the applicant or customer shall not be required to pay more than one-half of the deposit prior to the provision of service. The remainder of the deposit shall be due not less than 30 days after the date the agreement is executed or the provision of service, whichever is later.
- E) Any deposit required of an existing Customer is due and payable within 10 days after the requirement is imposed. This requirement shall be in writing and the payment date shall be on or after the due and payable date for the current bill. If said deposit or installment thereof, as appropriate, is not paid within the aforementioned time frame, the Company may suspend service of the Customer without further notice. The following are exceptions to this provision:
- 1) In the event service is suspended for a Customer for nonpayment in accordance with this tariff, an initial or additional deposit shall be required prior to the restoration of service if existing security is insufficient.
  - 2) In the event prior indebtedness or prior unsatisfactory credit has been determined subsequent to the initial establishment of service due to misrepresentation of the facts by the Customer, a deposit shall be due and payable within 5 days upon verbal notification and written confirmation or within 15 days when notification can only be provided in writing. The 15 day period shall be measured from the mailed date of the written notice. If said deposit is not paid within the aforementioned time frame, the Company may suspend service to the Customer without further notice.
- F) When it is determined that a deposit is required under the conditions specified above, the applicant or Customer may, in lieu of or in addition to making the deposit, arrange for an acceptable third party to guarantee payment of his charges by executing on his behalf a Guarantee of Payment Agreement with the Company. An acceptable third party guarantor is a current ~~Public Service~~ <sup>PUBLIC SERVICE</sup> with at least two years' continuous service, whose payment history for the most recent twelve month period is satisfactory,

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan B. Bell

SECRETARY OF THE COMMISSION

Effective: November 1, 1999

Issued: October 1, 1999

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Staten Island, NY 13307

SECTION 3 - GENERAL REGULATIONS**3.5 Payment for Service (Cont'd.)****3.5.3 Deposits (Cont'd.)**

- G) A guarantor of the payment of charges for telephone services that are furnished to a Customer shall be responsible for the payment of all unpaid charges for said Customer's telephone services. The Company may transfer a Customer's unpaid charges that have been guaranteed to be paid by a guarantor to any account that the guarantor has with the Company. If the guarantor fails to promptly pay the Customer's unpaid charges or the transferred charges, or fails to make installment payments that the Company considers to be due on reasonable frequent dates and in reasonably sufficient amounts toward the dissolution of said charges, the Company may suspend, discontinue, and refuse to provide its services to the guarantor and remove any or all of its facilities and equipment from the guarantor's premises. In the event it becomes necessary for service to be discontinued to a guarantor for the nonpayment of any telephone charges, including any telephone Customer's charges that the guarantor has guaranteed would be paid, a written notice of at least seven days (measured from the date of mailing) shall be given to the guarantor with notice of the amount that is due and the date by which the amount that is due must be paid. Any aforesaid action of the Company shall constitute neither an abridgment nor waiver of any of the Company's rights, interests or remedies at law.
- H) The fact that a deposit has been made in no way relieves the applicant or Customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation.
- I) The deposit will bear simple interest computed from the date of its receipt by the Company, and shall be refunded to the Customer, or credited to the Customer's bill annually. In the event that a deposit is retained during time periods having different rates of interest, the interest accrued on the deposit will be calculated using the interest rate applicable to each time period.
- J) The rate of interest paid will be 6%.

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OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

Effective: November 1, 1999

Issued: October 1, 1999

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**SECTION 3 - GENERAL REGULATIONS****3.5 Payment for Service (Cont'd.)****3.5.3 Deposits (Cont'd.)**

- K) When the service is terminated the amount of the initial or additional deposit, with any interest due, will be credited to the Customer's account and any credit balance which may remain will be refunded. After an existing Customer has established satisfactory credit, the amount of the deposit, with any interest due, will be either credited to the account, or at the option of the Customer, refunded. Satisfactory credit will be established after 12 consecutive months of timely payment.

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EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

Effective: November 1, 1999

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SECTION 3 - GENERAL REGULATIONS

**3.5 Payment for Service (Cont'd.)**

**3.5.4 Discontinuance of Service**

- A) Upon nonpayment of any amounts owing to the Company for services found herein, the Company may, by giving five days prior written notice to the Customer, discontinue or suspend service without incurring any liability. The Company may not discontinue or suspend service prior to twenty days from the date of written notice.
- B) Upon violation of, or noncompliance with the Company's tariffed rules or Commission regulations the Company may, by giving 5 days prior notice in writing to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period. The company may not discontinue or suspend service prior to twenty days from the date of written notice.
- C) Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability. The Company may, by giving immediate notice to the Customer, discontinue service under the following conditions:
  - 1) If dangerous conditions exists that could subject any person to imminent harm, or result in substantial damage to the property of the Company or others;
  - 2) Upon order by any court, the Commission, or any other duly authorized public authority;
  - 3) If service was obtained fraudulently or without the authorization of the provider or is being used for, or suspected of being used for, fraudulent purposes.
- D) Upon any governmental prohibition or required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.

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EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)  
BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION  
Effective: November 1, 1999

Issued: October 1, 1999

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SECTION 3 - GENERAL REGULATIONS

3.5 Payment for Service (Cont'd.)

3.5.4 Discontinuance of Service (Cont'd.)

- E) Upon the Company's discontinuance of service to the Customer under paragraphs (A) or (B) above, the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of the tariffs of the Company, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the minimum term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at 6%).

F) Application of Partial Payments

If a Customer continues to pay all current bills, defined as that portion of the amount owed by the Customer for services contained herein that is not more than 30 days overdue, the Company shall not discontinue service for non-payment of a past due amount for the Company's services when the Customer has entered into an amortization agreement with the Company.

Payments for current bills shall first be credited to the Company's Basic Local Exchange service. Past due amounts collected under the amortization schedule will first be applied by the Company to eliminating any over-due payments for Basic Local Exchange service. A reasonable period of amortization of past due amounts shall be three months for business service.

Amortization is not appropriate unless the past due amount of the Customer is greater than twice the average monthly bill for the class of service to which the Customer belongs over the last six months for the use of the Company's serviced contained in this tariff.

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NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
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SECTION 3 - GENERAL REGULATIONS

**3.5 Payment for Service (Cont'd.)**

**3.5.5 Cancellation of Application for Service**

- A) Applications for service are noncancellable unless the Company otherwise agrees. Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B) Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun (all discounted to present value at six percent).
- C) Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- D) The special charges described in paragraphs B through C above, will be calculated and applied on a case-by-case basis.

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OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)  
BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

SECTION 3 -- GENERAL REGULATIONS

3.5 Payment for Service (Cont'd.)

3.5.6 Changes in Service Requested

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

3.5.7 Taxes

The Customer is responsible for the payment of Federal excise taxes, state and local sales and use taxes and all taxes, fees, and other exactions imposed on the Company or its services by governmental jurisdictions, other than taxes imposed generally on corporations. All such taxes, fees, and charges shall be separately designated on the Company's invoices, and are not included in the tariffed rates.

3.5.8 Intra Access Surcharge

To recover AT&T's expenses for the Kentucky sales tax assessed against Intrastate switched access services, a 2.53% charge will be applied to business customer's total billed Intrastate charges. The percent of this Access Surcharge will be reviewed and adjusted as business needs dictate.

(N)

(N)

3.5.9 Disputed Bills

(T)

The customer is responsible for providing notification to the Company of any disputed charges within six months of the bill date, otherwise, the charge will be considered correct and binding. All charges not in dispute will be paid by the Customer by the payment due date. Upon notification of a dispute, the Company shall undertake an investigation of the disputed charges. At the conclusion of the investigation, the Company shall notify the Customer of any amount determined by the Company to be correctly charged and such amount shall become immediately due and owing. Amounts determined by the Company to be correctly charged shall also be subject to the late payment charge specified in this tariff. The customer may contact the Public Service Commission regarding unresolved disputes.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
7/9/2004  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

Issued: June 9, 2004

Effective: July 9, 2004

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By   
Executive Director

**SECTION 3 - GENERAL REGULATIONS**

**3.6 Interruptions in Service**

- A) Interruptions in service, which are not due to the negligence of, or noncompliance with the provisions of the tariffs of the Company by, the Customer or of an authorized or joint user, or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects.
- B) A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under its tariffs. An interruption period begins when the Customer reports a service, facility or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- C) For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- D) A credit allowance will be given for interruptions of 30 minutes or more. Credit allowances shall be calculated as follows:

1) Interruptions of 24 Hours or Less

Interruption Period Length of Interruption	To Be Credited
Less than 4 hours	None
4 hours up to but not including 8 hours	1/3 of a Day
8 hours up to but not including 12 hours	1/2 of a Day
12 hours up to but not including 16 hours	2/3 of a Day
16 hours up to but not including 24 hours	One Day

Two or more service interruptions of the same type to the same line/equipment of 2 hours or more during any one 24 hour period shall be considered as one interruption. In no event shall such interruption credits for any one line/equipment exceed one day's fixed recurring charges for each line/equipment in any 24 hour period.

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OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephen D. Bell  
EFFECTIVE November 1, 1999  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

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**SECTION 3 - GENERAL REGULATIONS**

**3.6 Interruptions in Service (Cont'd.)**

D) (Cont'd.)

2) Interruptions Over 24 Hours

Interruptions over 24 hours will be credited 1/24 day for each 1-hour period or fraction thereof up to a maximum of 8 hours. Interruptions in excess of 8 hours will be credited as one day. No more than one full day's credit will be allowed for any period of 24 hours.

E) No credit allowance will be made for:

- 1) interruptions due to the negligence of, or noncompliance with the provisions of the tariffs of the Company by, the Customer, User, or other common carrier providing service connected to the service of the Company;
- 2) interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's facilities;
- 3) interruptions of service due to the failure or malfunction of facilities, power or equipment provided by the Customer, authorized user, joint user, or other common carrier providing service connected to the service offered by the Company;
- 4) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- 5) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- 6) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements; and
- 7) interruption of service due to circumstances or causes beyond the control of the Company.
- 8) interruptions of service that occur or continue due to the Customer's failure to authorize replacement of any element of special construction.

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OF KENTUCKY  
EFFECTIVE

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan Bui

SECRETARY OF THE COMMISSION  
Effective: November 1, 1999

Issued: October 1, 1999

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**SECTION 3 - GENERAL REGULATIONS**

**3.7 Use of Customer's Service By Others**

**3.7.1 Resale and Sharing**

Any service provided under the Company tariffs may be resold to or shared with other persons at the option of Customer, except as provided in this tariff. Customer remains solely responsible for all use of services ordered by it or billed to its telephone number(s) pursuant to the tariffs of the Company, for determining who is authorized to use its services, and for notifying the Company of any unauthorized use. Business rates apply to all service that is resold or shared.

**3.7.2 Joint Use Arrangements**

Joint use arrangements will be permitted for all services available for resale and sharing pursuant to the Company tariffs. From each joint use arrangement, one member will be designated to the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

**3.7.3 Transfers and Assignments**

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party and any appropriate authorizations, if necessary, except that the Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company, (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company.

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NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)

BY: Stephan O. Bell  
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SECTION 3 -- GENERAL REGULATIONS

3.8 Cancellation of Service

The Customer will furnish the Company with forty-five (45) days prior written notice should it desire to terminate an application or contract, in whole or in part, for which the initial application or contract period is in excess of one month at the same location.

(N)  
|  
(N)

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 3.6), Customer agrees to pay to the Company the following costs, fees, and expenses reasonably incurred in connection with:

- A) All Non-Recurring charges as specified in the Company's tariffs, plus
- B) Any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of Customer, plus
- C) All Recurring Charges specified in the applicable Company Tariff for the balance of the then current term.

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OF KENTUCKY  
EFFECTIVE

SEP 13 2002

PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

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Issued: August 14, 2002

Effective: September 13, 2002

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**SECTION 3 - GENERAL REGULATIONS**

**3.9 Notices and Communications**

- A) The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- B) The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that the Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- C) All notices or other communications required to be given pursuant to the tariffs of the Company will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- D) The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)  
BY: Stephan O. Bell  
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**SECTION 3 - GENERAL REGULATIONS**

**3.10 Assignment and Changes of Phone Numbers**

- A) The Customer has no property right in the telephone number nor any right to continuance of service through any particular Central Office, and the Company may change the telephone number or Central Office designation of a Customer whenever it considers it desirable in the conduct of its business. However, the Company will provide Interim Number Portability Service as defined in Section 6 of this tariff.
- B) An applicant for telephone service may request a specific telephone number, and the requested telephone number will be assigned to the applicant only under the following terms and conditions:
  - 1) The telephone number is located in the Central Office serving the applicant's premises, or if not, the applicant agrees to pay mileage charges as in the Access Service Tariff.
  - 2) For business service, the telephone number has not been previously assigned to another Customer within the three-hundred and sixty-day period preceding the applicant's request for service of the life of the directory listing of the telephone number (whichever is greater); or if the number has been assigned to another Customer within the preceding three-hundred and sixty-day period, that Customer consents to the assignment of the number to the applicant.
  - 3) The Customer is not requesting a change from business to residence service.
  - 4) In a case where existing service is continued for a new Customer the telephone number may be retained by the new Customer subject to the rules mentioned above. In addition, where the applicant is applying for business service, it must be a different entity from and in no way connected with or related to the Customer to whom the number was assigned within the previous three-hundred and sixty-day period or life of the directory listing of the telephone number (whichever is greater).
  - 5) The above rules also apply to a request for a specific number by an existing Customer.

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NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

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SECTION 3 - GENERAL REGULATIONS**3.10 Assignment and Changes of Phone Numbers (Cont'd.)**

- C) In the event large area transfers between serving Central Offices require telephone number changes, the Company will determine based on circumstances, the extent of notification to Customers in the area with the following minimum requirements.
- 1) Notification of pending number change will be made more than sixty days in advance of such change.
  - 2) Notification of the new telephone number will be mailed to each Customer.
  - 3) Calls will be transferred for 6 months or a longer length of time, depending upon customer class, directory publishing deadlines and other factors that might apply.
  - 4) Local news media will be given information concerning the pending change.
- D) The following nonrecurring charge applies to change a telephone number of a Central Office line or trunk at the Customer's request. No charge applies to change the telephone number due to annoyance calls, or Company-initiated number changes.

Non Recurring Charge	
Per Telephone Number Changed	\$25.00

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EFFECTIVE

NOV 01 1999.

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan O. Bell

SECRETARY OF THE COMMISSION  
Effective: November 1, 1999

Issued: October 1, 1999

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**SECTION 3 - GENERAL REGULATIONS**

**3.11 Special Construction and Special Arrangements**

**3.11.1 Description**

Subject to the agreement of the Company and to all of the regulations contained in the tariffs of the Company, special construction and special arrangements may be undertaken on a reasonable efforts basis at the request of the Customer. Special arrangements include any service or facility relating to a regulated telecommunications service not otherwise specified under tariff, or for the provision of service on an expedited basis or in some other manner different from the normal tariff conditions. Special construction is that construction undertaken:

- A) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B) of a type other than that which the Company would normally utilize in the furnishing of its services;
- C) over a route other than that which the Company would normally utilize in the furnishing of its services;
- D) in a quantity greater than that which the Company would normally construct;
- E) on an expedited basis;
- F) on a temporary basis until permanent facilities are available;
- G) involving abnormal costs; or
- H) in advance of its normal construction.

**3.11.2 Basis for Charges**

Where the Company furnishes a facility or service on a special construction basis, or any service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company and may include: (1) non-recurring type charges; (2) recurring type charges; (3) termination liability; and (4) combinations thereof. The agreement for special construction will ordinarily include a minimum service commitment based upon the estimated service life of the facilities provided.

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan D. Bell

SECRETARY OF THE COMMISSION  
Effective: November 3, 1999

Issued: October 1, 1999

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**SECTION 3 - GENERAL REGULATIONS**

**3.11 Special Construction and Special Arrangements (Cont'd.)**

**3.11.3 Basis for Cost Computation**

The costs referred to in the preceding may include one or more of the following items to the extent they are applicable:

- A) Installation cost of the facilities to be provided including estimated costs for the rearrangements of existing facilities. Installation cost includes the cost of:
  - 1) equipment and materials provided or used,
  - 2) engineering, labor and supervision,
  - 3) transportation,
  - 4) rights of way, and
  - 5) any other item chargeable to the capital account;
- B) annual charges including the following:
  - 1) cost of maintenance;
  - 2) depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;
  - 3) administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items;
  - 4) any other identifiable costs related to the facilities provided; and
  - 5) an amount for return and contingencies.

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EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION  
Effective: November 1, 1999

Issued: October 1, 1999

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SECTION 3 - GENERAL REGULATIONS**3.11 Special Construction and Special Arrangements (Cont'd.)****3.11.4 Termination Liability**

To the extent that there is no other requirement for use by the Company, the Customer may have a termination liability for facilities specially constructed at the request of the Customer if and only if such liability is clearly stated in written agreement between the Company and the Customer.

- A) The maximum termination liability is equal to the total cost of the special facility as determined under this tariff, adjusted to reflect the redetermined estimate net salvage, including any reuse of the facilities provided.
- B) The maximum termination liability as determined in paragraph (1) shall be divided by the original term of service contracted for by the Customer (rounded up to the next whole number of months) to determine the monthly liability. The Customer's termination liability shall be equal to this monthly mount multiplied by the remaining unexpired term of service (rounded up to the next whole number of months), discounted to present value at six (6) percent, plus applicable taxes.

**3.11.5 Term**

The minimum term for any Company Service shall not be less than one (1) month, unless otherwise agreed by the Company. The Customer and Company may agree to longer minimum terms for particular services.

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PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)  
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SECTION 3 - GENERAL REGULATIONS**3.12 Temporary Promotional Programs**

The Company may establish temporary promotional programs to introduce present or potential Customers to a service not previously received by Customers. During specific promotional periods, an offer may be made to reduce non-recurring or recurring charges on a non-discriminatory basis, up to the full amount, for optional products and services.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

---

Issued: October 1, 1999

James R. Le Maire  
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Effective: November 1, 1999



SECTION 3 - GENERAL REGULATIONS

**3.13 Privacy**

All communications between customers are considered confidential in nature. The Company will take reasonable action to minimize the potential access of other entities to those communications. Operators or employees of the Company will not listen to any conversation between customers except when an operating necessity. Operators shall not repeat or divulge the nature of any local or long distance conversation, nor divulge any information inadvertently overheard.

To the extent the Company offers a Caller Identification service or any comparable service that identifies to the called party the name or telephone number, or both, of the calling party, including ANI, the Company shall conduct a thorough customer education program pursuant to the current Commission guidelines.

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OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

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Effective: November 1, 1999

SECTION 3 GENERAL REGULATIONS

3.14 Termination Liability

The Customer will furnish the Company with forty-five (45) days prior written notice should it desire to terminate an application or contract, in whole or in part, for facilities or usage commitments. Customers who terminate any such application or contract will be subject to an early termination charge as follows:

(C)

A) Upon the Customer's discontinuance of a term agreement for facilities prior to the expiration of the agreed upon term, the termination liability will be equal to the monthly charge multiplied by the number of months remaining on the contract -discounted at a net present value of 6%.

(C)

B) In the event that a customer has a term commitment for usage and disconnects service prior to the expiration of the usage term, the termination liability with respect to minutes of use charges shall be a monthly usage charge applied for the remaining months of the usage contract -discounted at a net present value of 6%. The monthly usage charge will be determined by calculating the average monthly usage of the first 6 months of the term. In the event that a customer disconnects within the first 6 months of their usage term, the liability monthly usage charges will be calculated by averaging total usage dollars divided by the number of months activated.

PUBLIC SERVICE COMMISSION  
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EFFECTIVE

SEP 13 2002

PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

BY   
EXECUTIVE DIRECTOR

Issued: August 14, 2002

Effective: September 13, 2002

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SECTION 3 - GENERAL REGULATIONS**3.15 Distance Calculation**

Distance between two points is measured as airline distance between the Rate Centers of the originating and terminating telephone lines. The Rate Center is a set of geographic coordinates, as referenced in Bellcore's Local Exchange Routing Guide, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated access line), the Company will apply the Rate Center of the Customer's main billing telephone number, or that of the rate center closest to the location at which the customer receives service from the Company.

The airline distance between any two Rate Centers is determined as follows:

- 1) Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center from the above-referenced Bellcore document.
- 2) Compute the difference between the "V" coordinates of the two rate centers; and the difference between the two "H" coordinates.
- 3) Square each difference obtained in step (B) above.
- 4) Add the square of the "V" difference and the square of the difference obtained in step (C) above.
- 5) Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.
- 6) Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

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NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

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**SECTION 4 - END USER ACCESS SERVICES**

**4.1 Introduction**

The Company undertakes to provide end users with network access services as described in this tariff. End User Network Access Service provides a Customer with the ability to connect its terminal equipment, inside wiring, or transmission facilities to the Company's switched network for the origination and reception of telephonic communications, and includes optional features designed to facilitate the use or expand the functionality of communications services. Services may be provided by the use of the Company's own facilities, by resale of services provided by other telephone companies, or by a combination of these methods.

Each End User Network Access Service is provided in the form of a Port (with an integral Terminal Interface) which corresponds to one or more analog, communications channels. Access services are designed to transmit any electrical signal within the nominal frequency range of 300 to 3000 Hz. Customers may transmit any form of signals, including data transmissions, that are compatible with the transmission parameters of the service, but the Company does not warrant that the services will be suitable for any purpose other than voice communication.

All of the Company's transmission facilities will meet all technical and service standards set by the Commission. At a minimum, connection to the Company's End User Network Access Service provides:

- Dual tone multi frequency signaling capability on the local access line;
- Facsimile and data transmission of at least 2400 bits per second on analog access lines served from the public switched network when the Customer uses modulation / demodulation devices rated for such capability;
- Transmission insertion loss (as measured at the interface with the Company's network at the Customer's location and including any losses in central office equipment) that does not exceed 8.5 dB at 1000  $\nabla$  20 HERTZ on all local access lines;
- Circuit noise from the network interface at the Customer's premises to and including the central office termination at a level not exceeding 25 dBrnC for individual service of less than 30,000 feet in length. For lines exceeding 30,000 feet, the measured circuit noise will not exceed 30 dBrnC.

**4.1.1 Additional Surcharges**

The Company may include surcharges on the customer's bill as required by the P.S.C., the state government pursuant to state law, or the federal government pursuant to federal law. Surcharges may include, but are not limited to, the High Cost Fund, the 9-1-1 surcharge, the Low Income Telephone Assistance (Lifeline) Fund and the Telecommunications Relay Service Fund.

NOV 01 1999

**SECTION 4 - END USER ACCESS SERVICES**

**4.2 Access to Public Switched Network Services**

- A) End User Network Access Services provide a Customer with one or more voice-grade Port connections to the Company's switched network, each of which enables the Customer to:
- 1) Receive calls from other stations on the public switched telephone network;
  - 2) Access the Company's Local Calling Services as specified in Section 4 of this tariff, Directory Assistance Services as specified in the Section 5, intraLATA toll services as specified in Section 4, and unregulated services offered by the Company;
  - 3) Access (at no additional charge) the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 9-1-1 service for emergency calling;
  - 4) Customers may presubscribe to another provider's interLATA services in order to originate interLATA calls on a 1 + basis or to receive 800 service from such provider, or may access other providers' intraLATA and interLATA services by dialing the provider's Carrier Identification Code. The Customer is solely liable for charges assessed by other providers for their services; and
  - 5) Originate calls to the Dual Party Relay Service (DPRS) which enables deaf, hard-of-hearing or speech-impaired persons using Telephone Devices for the Deaf (TDDs) or similar devices to communicate freely with the hearing population not using TDDs and vice versa. The Company does not impose any charge to end users for access to DPRS, however, persons using this service are liable for applicable per-call charges specified in the Company's tariffs. The Company will provide, at cost, a TDD device to each individual who is certified as deaf or severely hearing or speech impaired by a licensed physician, audiologist or qualified state agency.
- B) End User Network Access services may not be used to originate calls to Community Information Services (i.e., 976 blocking and similar services for which a charge is imposed in addition to the ordinary local usage charge) offered by other licensed Exchange Service providers within the Customer's local calling area.

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EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

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Issued: October 1, 1999

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**SECTION 4 - END USER ACCESS SERVICES**

**4.2 Access to Public Switched Network Services (Cont'd.)**

- C) End User Network Access services are provided through a Terminal Interface at a Company-designated Point of Connection, or through a standard demarcation point established by another service provider. The Customer is responsible for providing the appropriate transmission facilities, cabling or wiring between the Point of Connection or demarcation point and its premises. Depending upon the service ordered by the Customer, there may be a choice of Terminal Interfaces. In such cases, the Customer is responsible for specifying a Terminal Interface which is compatible with the Customer-provided transmission facilities, cabling, wiring, or terminal equipment.
- D) Each End User Network Access service corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

**4.2.1 Interconnection of Interstate Facilities**

Users may interconnect communications facilities that are used in whole or in part for interstate communications to End User Network Access services only to the extent that the User is an "end user" as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition):

*End User* means any Customer of interstate or foreign Telecommunications service that is not a carrier except that a carrier other than a telephone company shall be deemed to be an "end user" when such carrier uses telecommunications service for administrative purposes and a person or entity that offers telecommunications services exclusively as a reseller shall be deemed to be an "end user" if all resale transmissions offered by such reseller originate on the premises of such reseller.

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NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)  
BY: Stephan O. Bell  
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**SECTION 4 - END USER ACCESS SERVICES**

**4.2 Access to Public Switched Network Services (Cont'd.)**

**4.2.2 Points of Connection**

- A) Services terminate at a Point of Connection established by the Company. The Point of Connection will ordinarily be located in the same building as the Customer's or User's Premises; however, a Customer may elect to be served by a Point of Connection in a different building, in which case the Customer is responsible for providing or obtaining, at its own expense, the necessary wire or cable to connect its Premises to the Point of Connection. In a multi-tenant building, the Point of Connection will ordinarily be established in a common area of the building such as an equipment room or wire closet. Customers may connect their transmission facilities, cabling, wiring or terminal equipment to the Company's network at the Point of Connection.
- B) The Company will establish a Point of Connection upon request within a building, campus, or other Customer premises located in a Company-served exchange area, if in the Company's opinion it can recoup its up-front capital cost, ongoing operational cost and provide a fair return to shareholders from the revenue stream derived from the new Point of Connection. A Point of Connection may be established at any location where the preceding conditions are not satisfied, subject to the rates, terms, and conditions applicable to Special Construction as specified in this tariff.

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NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1).  
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SECTION 4 - END USER ACCESS SERVICES

4.3 LATA Calling Services

4.3.1 General

LATA Calling Services allow for the origination from listed exchanges and termination of calls within local and toll calling areas as defined below. Local and Toll calling plans are provided in conjunction with connection to the Company's network via the access lines listed:

- PrimePath Business Line
- PrimeXpress Network Service
- PrimeConnect Option
- PrimeNBX Service
- PrimePlex PRI Service
- PrimePath NBX Service
- Prime Digital Trunk Service

4.3.2 Timing of Messages

- A) Unless otherwise indicated, all calls are timed in 6 (six) second increments following the first 18 (eighteen) seconds.
- B) For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.
- C) For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.
- D) Call timing ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
- E) Calls originating in one time period and terminating in another will be billed the rates in effect at the beginning of six second increments.
- F) For collect calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.

PUBLIC UTILITIES COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

Issued: October 1, 1999

PURSUANT TO 807 KAR 5.011

SECTION 9 (1)

Effective: November 1, 1999

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SECTION 4 - END USER ACCESS SERVICES**4.3 LATA Calling Services (Cont'd.)****4.3.6 Local Calling****A) Rating of Calls**

Local calling is billed on a flat rated basis. Rates for Prime Path Business Lines, PrimeXpress Network Service, and TCG PrimeNBX Service include Local Calling Service.

**B) Exchange Areas**

An exchange is a geographically defined area established by the Company for the administration of telecommunications service.

The Company follows the Exchange Areas of BellSouth in the establishment of local calling areas. Local calling areas define the exchanges Customers may call without a toll charge.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Stephan D. Bell  
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Issued: October 1, 1999

Effective: November 1, 1999

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**SECTION 4 - END USER ACCESS SERVICES**

**4.3 LATA Calling Services (Cont'd.)**

**4.3.7 IntraLATA Toll Service**

**A) Description**

IntraLATA Toll Service is furnished for telephone communication between telephones in different local calling areas within a LATA in accordance with the regulations and schedules of charges specified in this tariff. A LATA is an area defined in the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0191.

The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided. Calls originated in the exchanges listed in Section 4 and terminating in points in LATA 922 other than those listed will be considered an IntraLATA Toll call.

**B) Rating of Calls**

Rating of IntraLATA Toll Service calls is based on the duration of the call.

IntraLATA rates between points are based on the airline distance between rate centers. In general, each point is designated as a rate center; certain small towns or localities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest.

**C) Discounts**

Discounts are offered on IntraLATA Toll Service calling based on the total volume a Customer calls in a monthly billing period coupled with the term of the calling program. This rate is determined by breaking down a one minute phone call into a charge for the first eighteen seconds and at six second increments thereafter.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 50.11,  
SECTION 9 (1)  
BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

SECTION 4 - END USER ACCESS SERVICES

## 4.3 LATA Calling Services (Cont'd.)

## 4.3.8 Rates

## A) PrimeOne Local Calling Service

There is no per minute use charge.

## B) PrimePlus IntraLATA Toll Service

<u>First 18 Second</u>	<u>Each Additional 6 Seconds</u>
\$0.0270	\$0.0090

## C) Volume Discounts

<u>Revenue</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
\$0 - \$100,000	8%	10%	12%
\$100,000+	0%	0%	0%

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OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)  
BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

**SECTION 4 - END USER ACCESS SERVICES**

**4.4 Network Access Line Services**

The provision of Network Access Line service at the rates, charges, terms and conditions shown is subject to the provision of other sections of this Tariff.

**4.4.1 PrimePath Business Line Service**

**A) Description**

PrimePath Business Line Services provide a Customer with one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Prime Path Business Lines are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines. PrimePath Business Line Service is offered as either Business Lines, Key Lines or Business Trunk.

Customers utilizing PrimePath Business Line Services must subscribe to a sufficient number of access lines to handle adequately the volume of traffic offered (received or originated) without interfering with any of the services offered by the Company. The number of access lines required to handle adequately such traffic will be determined by Company measurements. In the event that an inadequate number of lines causes interference, the Company shall have the right to discontinue service without prior notification to the Customer.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

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Effective: November 1, 1999

**SECTION 4 - END USER ACCESS SERVICES**

**4.4 Network Access Line Services (Cont'd.)**

**4.4.1 PrimePath Business Line Service (Cont'd.)**

**B) Service Charges**

Non -recurring Service Order charges apply to various Customer requests on a per order basis. Requests for ordering, connecting, installing, changing or moving of telecommunications services that relate to business lines, key lines, or business trunks. Service Order charges will apply to initial service orders and subsequent orders on a per request basis.

Service Order Charge: \$40.00 per order

In addition to the standard Service Order Charge, the following charges will apply for applicable work performed by the Company after initial installation.

**Feature Change without Dispatch**

Non-recurring charges which do not require dispatch of company personnel to change a feature or group of features on a per request basis on an existing service. Feature changes are those that affect the functionality or characteristics of telecommunication services for business lines, key lines, or trunks.

Feature Change without Dispatch Charge: \$5.00 per Request

**Multiple Feature Change with Dispatch**

Non-Recurring charges which require dispatch of company personnel to a single site to change a feature or group of features on per site and per hour basis. Feature changes are those that affect the functionality or characteristics of telecommunication services for business lines, key lines, or trunks. Charges are rounded to the nearest work hour with a one hour minimum charge.

Multiple Feature Change w/ Dispatch: \$125.00 per hour

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EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)  
BY: Stephan O. Bell  
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SECTION 4 - END USER ACCESS SERVICES

**4.4 Network Access Line Services (Cont'd.)**

**4.4.1 PrimePath Business Line Service (Cont'd.)**

**B) Service Charges (Cont'd.)**

**Line Move or add with Dispatch**

Non-Recurring charges which requires dispatch of company personnel to a single site to move or add telecommunications services to an existing TCG business line, key line, or business trunk service on a per site and per hour basis. Adds and moves of business lines, key lines or trunks pertain to these charges. Charges are rounded to the nearest work hour with a 1 hour minimum.

Line Move or add with Dispatch:      \$125.00 per hour

**Record Order Charge**

Non-Recurring charges associated with maintaining information for billing services. Changes to such information will be charged a record order charge on a per request basis.

Record Order Charge:      \$20.00 per Request

**PIC Change Charge**

Per business line, key line, or trunk:      \$10.00 per Request

**25 Pair Termination Blocks**

(RJ21X)      \$65.00 per Pair

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OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)  
BY: Stephan D. Bell  
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Issued: October 1, 1999

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Effective: November 1, 1999

SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.1 PrimePath Business Line Service (Cont'd.)

C) Standard Business Line\*\*

C

Standard Business Lines are analog lines with the ability to originate and terminate voice telephone calls.

Rates:

Non Recurring Installation: \* \$25.00 per line

Monthly Recurring Charges:  
-Standard Business Line \$36.70 per line

D) Unbundled Features

The features shown below are available for use with Standard Business Lines and are charged on a per-feature, per line basis.

<u>Feature</u>	<u>Monthly Recurring Charge</u>
Call Forward Variable	\$3.50
Three-Way Calling	\$2.80
Call Waiting	\$3.50
Speed Calling (8-Code)	\$1.75
Call Forward Busy	\$2.10
Call Forward Don't Answer	\$2.80
Caller ID With Name (Per line)	\$9.00

\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

\*\* Effective February 23, 2004, these rates are only available to existing Customers.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY

FEB 23 2004

PURSUANT TO 807 KAR 5:014  
SECTION 9 (1)

BY   
EXECUTIVE DIRECTOR

Issued: January 23, 2004

Effective: February 23, 2004

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SECTION 4    END USER ACCESS SERVICES

4.4    Network Access Line Services (Cont'd.)

4.4.1 PrimePath Business Line Service (Cont'd.)

E)    Key Line \*\*

C

Key Lines are analog lines designed to be used with Customer-provided key system equipment. Calling features are not available with Key Lines.

Rates:

Non Recurring Installation:\*                      \$25.00 per line

Monthly Recurring Charges:  
-Key Line:    \$36.70 per line

\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

\*\* Effective February 23, 2004, these rates are only available to existing Customers.                      N  
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PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

FEB 23 2004

PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

BY Charles L. Don  
EXECUTIVE DIRECTOR

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Issued: January 23, 2004

Effective: February 23, 2004

By: Leslie O. Buford, Tariff Administrator  
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SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.1 PrimePath Line Service (Cont'd.)

F) Business Trunks

Business Trunks are designed to handle high traffic volumes associated with connection to Customer provided Private Branch Exchange (PBX) equipment. The Customer may opt to utilize Business Trunks for outgoing calls only (DOD), incoming to an attendant, incoming calls without utilizing an attendant (DID) or a combination of both inbound and outbound calls. When the Customer elects to utilize Business Trunks for both inbound and outbound calls, they may choose Combo service which allows incoming calls to an attendant only or they can elect to utilize DID/DOD service which allows incoming calls to be terminated directly to an End User behind a PBX or capable Key System. When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company.

Rates\*\*

C

Non Recurring Installation:\* \$25.00 per trunk

Monthly Recurring Charges:  
-Inbound Only, DOD, Combo \$36.70 per trunk

DID Numbers:  
-1<sup>st</sup> block of 20 numbers \$3.05 per block  
-Each additional block of 10 numbers \$1.55 per block

DID Trunk:

Non Recurring Installation:\* \$25.00 per trunk

Monthly Recurring Charges:  
-DID / DOD \$60.10 per trunk

\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

\*\* Effective February 23, 2004, these rates are only available to existing Customers.

PUBLIC SERVICE COMMISSION  
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N  
N

FEB 23 2004

PURSUANT TO 807 KAR 5.011  
SECTION 9 (1)

Issued: January 23, 2004

Effective: ~~February 23, 2004~~  
EXECUTIVE DIRECTOR

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SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.1 PrimePath Business Line Service (Cont'd.)

Effective February 23, 2004, these rates are only available to new Customers.

G) Standard Business Line

Standard Business Lines are analog lines with the ability to originate and terminate voice telephone calls.

Rates:

Non Recurring Installation: \* \$25.00 per line

Monthly Recurring Charges:

	Month to Month	1 Year	2 Year	3 Year
Per Line	\$39.95	\$38.25	\$37.45	\$36.60

\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

FEB 23 2004

PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

Issued: January 23, 2004

Effective: BY Leslie O. Buford  
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SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.2 PrimePath Business Line Service (Cont'd.)

Effective February 23, 2004, these rates are only available to new Customers.

H) Key Line

Key Lines are analog lines designed to be used with Customer-provided key system equipment. Calling features are not available with Key Lines.

Rates:

Non Recurring Installation:\* \$25.00 per line

Monthly Recurring Charges:

	Month to Month	1 Year	2 Year	3 Year
Per Line	\$39.95	\$38.25	\$37.45	\$36.60

\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

FEB 23 2004

PURSUANT TO 807 KAR 5.011  
SECTION 9 (1)

Issued: January 23, 2004

Effective: February 23, 2004  
EXECUTIVE DIRECTOR

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SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.1 PrimePath Line Service (Cont'd.)

Effective February 23, 2004, these rates are only available to new Customers.

I) Business Trunks

Rates

Non Recurring Installation:\* \$25.00 per trunk

Monthly Recurring Charges:

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
Basic Trunk (Inbound Only, DOD, Combo)	\$39.95	\$38.25	\$37.45	\$36.60

Non Recurring Installation:\* \$25.00 per trunk

Monthly Recurring Charges:

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
DID Trunk	\$64.90	\$62.20	\$60.85	\$59.50

DID Numbers:

-1<sup>st</sup> block of 20 numbers \$3.05 per block  
-Each additional block of 10 numbers \$1.55 per block

\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

FEB 23 2004

PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

Issued: January 23, 2004

Effective: BY February 23, 2004  
EXECUTIVE DIRECTOR

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SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.1 PrimeXpress Network Service

A) Description

PrimeXpress Network Service provides dedicated connections from an end user's premises to Business Calling Service, and to services provided by Interexchange carriers that have interconnected to the Company's switch. PrimeXpress Network Service is delivered to the Customer's premise at a DS1 (1.544 Mbps) rate. A PrimeXpress facility may be provided as a stand-alone service or provisioned over an existing or new AT&T ACCU-Ring or other transport facility. PrimeXpress Network Service is available on a 1, 2 or 3 year term commitment.

The Customer may opt to utilize PrimeXpress Network Service for outgoing calls only (DOD), incoming calls only (DID) or a combination of both inbound and outbound calls. When the Customer elects to utilize PrimeXpress Network Service for both inbound and outbound calls, they may choose Combo service which allows incoming calls to an attendant only or they can elect to utilize DID/DOD service which allows incoming calls to be terminated directly to an End User behind a PBX or capable Key System. When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company.

PrimeXpress Network Service trunks configured for Inbound and Outbound calling functionality that, upon detection by The Company, exceeds 200,000 MOU, and attains 100% utilization for inbound calling will be subject to the rates, terms and conditions for the PrimeXpress High Volume Inbound Calling option, PrimeConnect, listed below. All End User equipment connecting to PrimeXpress Network Service must meet F.C.C Part 68 requirements and be technically compatible with the parameters delineated herein. PrimeXpress Network Service is offered with the options of DTMF or MF signaling pulse and wink start or Immediate start trunk signaling.

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(L) Material has been moved to Sheet 67.1.

Issued: August 17, 2006

Effective: September 1, 2006

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SECTION 4    END USER ACCESS SERVICES

4.4   Network Access Line Services (Cont'd.)

4.4.1   PrimeXpress Network Service (Cont'd)

A)   Description (Cont'd)

PrimeXpress Network Service is subject to a usage limit of 100,000 local outbound minutes per full T1/PRI per calendar month. The Company reserves the right to charge an additional monthly recurring flat-rate fee equivalent to the Customer's term plan commitment for each successive additional full T1/PRI that would be required to enforce the usage limit. The company reserves the right to audit customer's PrimeXpress usage for these conditions and impose such additional fees on a monthly basis as required.

N  
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N

Customers who terminate a term commitment for a stand-alone PrimeXpress facility and purchase a PrimeXpress facility provisioned on a new or existing AT&T ACCU-Ring facility for a term equal or greater to the time remaining on their current PrimeXpress term commitment will not be liable for early termination charges as shown above.

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L

(L) Material previously located on Sheet 67.

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Issued: August 17, 2006

Effective: September 1, 2006

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SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.2 PrimeXpress Network Service (Cont'd.)

B) PrimeXpress High Volume Inbound Calling Option: PrimeConnect (C)

Digital PrimeXpress Network Service can be configured to support high volumes of inbound calling. PrimeConnect is the High Volume Inbound Calling option that: 1) supports a maximum of two rate centers per DS1 facility or T1 trunk, 24 DSOs, within the TCG designated service area, 2) supports inbound calling only, 3) equals or exceeds an average call duration of 10 minutes per call, 4) equals or exceeds CCS loading of 32 CCS, and 5) equals or exceeds 200,000 MOU per month. The Customer will be charged rates for PrimeConnect Service as described in Section 4.4.2. The Company reserves the right to audit the Customer's PrimeXpress usage for the above conditions. (C)  
(C)  
(C)  
(C)  
(N)  
(N)  
(C)  
(N)  
(N)

(D)  
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(D)

The Customer is required to subscribe to a sufficient number of DS1 trunks at a maximum usage of 400,000 MOU so as to not degrade the TCG network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the Customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the Customer to increase the number of PrimeConnect trunks to satisfy the call completion criteria listed above. (N)

1) PrimeConnect Customer Access Requirements:

PrimeConnect supports inbound calling only, and does not include outbound calls to Operator Assisted Services, Special Service Codes, Special Access Codes or Carrier Access Codes. The Customer is responsible for securing individual business lines, or other appropriate facilities, to access these services and/or codes, including:

- Conference Calls,
- Calls to Special Service Codes including 500, 700, 900, 976, N11 (where N = 2-9) or other special service codes that may be created, or
- Calls to 0 and 00

(N)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

MAY 11 2003

PURSUANT TO KRS 207.500  
SECTION 9(1)

Issued: April 11, 2003

Effective: May 11, 2003

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SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.2 PrimeXpress Network Service (Cont'd.)

B) PrimeXpress High Volume Inbound Calling Option: PrimeConnect (Cont'd.)

(N)

- 2) PrimeConnect is intended solely for the purposes of providing local and intraLATA non-toll access into a Customer's location. In the event that local and intraLATA non-toll calls placed into a Customer's location become subject to additional charges imposed by connecting carriers or by regulation, the Company reserves the right to modify the facility rate charges for traffic into the location upon 30 days written notice to the Customer. The Customer has the option to accept the rate change(s) or terminate the contract without penalty, unless specifically bound to specific commitments associated with capital recovery, special construction, or other issues written into the Customer's contract or agreement with the Company over and above the normal terms and conditions of the contract or agreement.

(N)

C) Incoming Call Redirect Option

(M)

Incoming Call Redirect (ICR) provides automated redirection of incoming calls to a pre-designated back-up site during T1 or PBX failures or when all trunks are busy. This option is available with PrimeXpress Network Service, PrimePlex PRI Service or Prime Digital Trunk Service only.

ICR can redirect all or only pre-selected DID numbers, depending on the Customer's application. Calls are redirected to another set of telephone numbers (Destination Numbers), and can route to the LEC trunks at the same location or distant locations. A separate route index will be set up for the redirection of selected DID numbers. Redirected calls will route to a single number at the pre-designated back-up site, and will deliver the original calling number if the back-up site is configured for PRI and Calling Party Number. It is the responsibility of the Customer to obtain any necessary permissions for the use of any Destination Number.

If ICR is ordered in two or more sites that provide back up to one another, the back up telephone number cannot be a number which can be redirected.

ICR is limited to a maximum of ten simultaneous redirected calls per T1, a maximum of twenty-four simultaneous calls for trunk groups of one to four T1's, and a maximum of forty-eight simultaneous calls for trunk groups of five T1's or more. A maximum of two (2) trunk groups per location can be equipped with ICR.

Customers will be responsible for all usage charges associated with redirected calls.

(M)

(M) Material previously located on Sheet 68.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
OFFICE

MAY 11 2003

Issued: April 11, 2003

PURSUANT TO KRS 100.011  
SECTION 010  
Effective: May 11, 2003

By: Leslie O. Buford, Tariff Administrator  
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SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.2 PrimeXpress Network Service (Cont'd.)

C) Incoming Call Redirect Option (Cont'd.)

1) Application of Rates

Incoming Call Redirect rates consist of a non-recurring and a monthly recurring charge per T1, a local usage charge per redirected call, and a nonrecurring charge per change or group of changes requested in a Customer's listing of Redirected Numbers or Destination Numbers.

D) Rates

DOD or Combo Trunks\*\*

C

Non-Recurring Installation:*	\$1,200.00 per DS1 Facility
Monthly Recurring:	
1 Year Term	\$805.00 per DS1 Facility
3 Year Term	\$790.00 per DS1 Facility
5 Year Term	\$770.00 per DS1 Facility

DID and DID/DOD Trunks\*\*

C

Non-Recurring Installation:*	\$1,500.00 per DS1 Facility
Monthly Recurring:	
1 Year Term	\$1,045.00 per DS1 Facility
3 Year Term	\$1,020.00 per DS1 Facility
5 Year Term	\$1,000.00 per DS1 Facility

PrimeXpress High Volume Inbound Calling Option: PrimeConnect Rates

Non-Recurring Installation:	<u>Per DS1 Facility</u> \$1,500
<u>Monthly Recurring:</u>	<u>Per DS1 Facility</u>
Month-to-Month	\$2,200
1 Year Term	\$1,120
2 Year Term	\$1,095
3 Year Term	\$1,075

\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they shall be billed the appropriate installation charge.

\*\* Effective February 23, 2004, these rates are only available to existing Customer.

N  
N

PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

Issued: January 23, 2004

Effective February 23, 2004  
BY *Chamara L. Brown*  
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SECTION 4 END USER ACCESS SERVICES

All material on this page is new.

4.4 Network Access Line Services (Cont'd.)

4.4.2 PrimeXpress Network Service (Cont'd.)

D) Rates (Cont'd)

DID Numbers:	<u>Monthly Recurring Charge</u>	N
Initial block of 20 numbers	\$3.05 per block	
Each additional block of 10 numbers	\$1.55 per block	N

Incoming Call Redirect Option

Non-Recurring Charges

	Rate
Per Tl	\$250.00
Per Charge	\$ 80.00

Monthly Recurring Charges

	Rate
Per Tl	\$80.00
Local Usage Rate Plan (Per Minute)	\$ .02

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OF KENTUCKY  
EFFECTIVE

FEB 23 2004

PURSUANT TO 807 KAR 5.011  
SECTION 9 (1)

BY Charles W. Smith  
EXECUTIVE DIRECTOR

Issued: January 23, 2004

Effective: February 23, 2004

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SECTION 4 END USER ACCESS SERVICES

All material on this page is new.

4.4 Network Access Line Services (Cont'd.)

4.4.2 PrimeXpress Network Service (Cont'd.)

Effective February 23, 2004, these rates are only available to new Customers.

D) Rates (Cont'd)

DOD or Combo Trunks

Non-Recurring Installation:*	\$1,200.00 per DS1 Facility
Monthly Recurring:	
1 Year Term	\$765.00 per DS1 Facility
2 Year Term	\$750.00 per DS1 Facility
3 Year Term	\$730.00 per DS1 Facility

DID and DID/DOD Trunks

Non-Recurring Installation:*	\$1,500.00 per DS1 Facility
Monthly Recurring:	
1 Year Term	\$1,005.00 per DS1 Facility
2 Year Term	\$ 985.00 per DS1 Facility
3 Year Term	\$ 960.00 per DS1 Facility

PrimeXpress High Volume Inbound Calling Option: PrimeConnect Rates

Non-Recurring Installation:	<u>Per DS1 Facility</u> \$1,500
<u>Monthly Recurring:</u>	<u>Per DS1 Facility</u>
Month-to-Month	\$2,200
1 Year Term	\$1,120
2 Year Term	\$1,095
3 Year Term	\$1,075

\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

FEB 23 2004

PURSUANT TO 807 KAR 5.011  
SECTION 9 (1)

Issued: January 23, 2004

Effective:  FEB 23, 2004

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SECTION 4 END USER ACCESS SERVICES

All material on this page is new.

4.4 Network Access Line Services (Cont'd.)

4.4.2 PrimeXpress Network Service (Cont'd.)

Effective February 23, 2004, these rates are only available to new Customers.

D) Rates (Cont'd)

Incoming Call Redirect Option

Non-Recurring Charges

	Rate
Per T1	\$250.00
Per Charge	\$ 80.00

Monthly Recurring Charges

	Rate
Per T1	\$80.00
Local Usage Rate Plan (Per Minute)	\$ .02

Prime Express Provisioned on AT&T ACCU-Ring:\*

DOD/Combo Trunks	<u>Monthly Recurring Charge</u>
1 Year Term	\$ 675 per DS1 facility
2 Year Term	\$ 660 per DS1 facility
3 Year Term	\$ 655 per DS1 facility

DID or DID/DOD Trunks

DID or DID/DOD Trunks	<u>Monthly Recurring Charge</u>
1 Year Term	\$ 915 per DS1 facility
2 Year Term	\$ 895 per DS1 facility
3 Year Term	\$ 885 per DS1 facility

DID Numbers:	<u>Monthly Recurring Charge</u>
Initial block of 20 numbers	\$3.05 per block
Each additional block of 10 numbers	\$1.55 per block

\* Also requires an AT&T ACCU-Ring facility and multiplexing facility.  
PUBLIC SERVICE COMMISSION  
KENTUCKY  
EFFECTIVE

FEB 23 2004

PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

Issued: January 23, 2004

Effective: February 23, 2004  
BY:   
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SECTION 4 END USER NETWORK ACCESS SERVICE

4.4 Network Access Line Services (Cont'd.)

4.4.5 TCG PrimeNBX

TCG PrimeNBX is a business access line service providing central office based functionalities in addition to access to the Public Switched Network. PrimeNBX lines are available in analog or digital formats depending on the Customer's premise equipment. PrimeNBX allows intercommunication service on a 4-digit basis in addition to access to and from the exchange network without Customer attendant assistance. PrimeNBX lines are assigned a 7-digit telephone number and are provided with Direct Inward Dialing (DID) and Automatic Identification or Outward Dialing. PrimeNBX lines must be ordered at a minimum of 24 lines for digital and 49 lines for analog service.

Customers may opt to utilize a Carrier Access Port Connection, which enables their Interexchange traffic to be routed between the Company's switch and the Customer's chosen Interexchange carrier via a dedicated DS0 or DS1 circuit. In such cases, the Customer's chosen Interexchange carrier will arrange for a DS0 or DS1 transport facility between its network and the Company's switch. For terminating the dedicated DS0 or DS1 facility at the Company's switch, the Company will charge the Customer nonrecurring and monthly recurring PrimeNBX Port charges.

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EFFECTIVE

(L) Material has been moved to Sheet 68.1b.

MAY 27 2004

PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

BY  EXECUTIVE DIRECTOR

Issued: April 27, 2004

Effective: May 27, 2004

Issued By: Leslie O. Buford, Tariff Administrator  
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SECTION 4 END USER NETWORK ACCESS SERVICE

4.4 Network Access Line Services (Cont'd.)

4.4.5 TCG PrimeNBX

PrimeNBX is not available, either under this tariff section or through any TCG Contract Tariff or contract referencing this tariff section, to new or existing Customers who did not have it on order on or before May 27, 2004. Existing term plan Customers with contracts for Prime NBX in effect or on order prior to May 27, 2004 may continue under their existing terms and conditions and may move, add or change stations at their existing locations, but may not add new locations unless otherwise specified in their contracts. Customers with contracts that expired on or before May 27, 2004 will be placed on month-to-month tariff rates, subject to the termination schedule stated below. Customers with contracts that expired before July 1, 2006 will be placed on month-to-month tariff rates upon the expiration of their existing contract, unless otherwise specified in the contract, subject to (and unless provided in) the termination schedule stated below. Customers with contracts that expire after July 1, 2006 will be allowed either to choose to keep their contract rate up to and including July 31, 2008, subject to the limitations on move adds, and changes described above, or to choose to change to month-to-month rates, subject to the schedule stated below:

- 1) Customers with contracts that expired on or before May 27, 2004 will have until July 31, 2008 to migrate to a different service, as their service will be terminated on that date.
- 2) Customers with contracts that expired after May 27, 2004 but no later than on December 31, 2005 will have until July 31, 2008 to migrate to a different service, as their service will be terminated on that date.
- 3) Customers with contracts expiring in 2006 or later will have until July 31, 2008 to migrate to a different service on or before contract expiration, or July 31, 2008 whichever comes later, as their service will be terminated on that date.

Early termination penalties will be waived for PrimeNBX customers wishing to terminate their PrimeNBX service and migrate to a different service prior to their contract expiration.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
7/1/2006  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

Issued: June 15, 2006

Effective: July 1, 2006

Issued By: Leslie O. Buford, Tariff Administrator  
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By   
Executive Director

SECTION 4 END USER NETWORK ACCESS SERVICE

4.4 Network Access Line Services (Cont'd.)

4.4.5 TCG PrimeNBX

A) Rates

Non-Recurring Charges \$25.00 per line

Analog PrimeNBX Service (per line)

Installation Charge  
-Month to Month \$200.00

Monthly Recurring Charges

<u>Lines</u>	<u>Mo. To Mo.</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
49-499	\$24.70 (N)	\$20.60	\$20.05	\$19.50
500+	NA	ICB	ICB	ICB

Digital PrimeNBX Service (per line)

Installation Charge  
-Month to Month \$250.00

Monthly Recurring Charges

<u>Lines</u>	<u>Mo. To Mo.</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
24-48	\$38.70 (N)	\$20.60	\$20.05	\$19.50
49-499	\$38.70 (N)	\$20.60	\$20.05	\$19.50
500+	NA	ICB	ICB	ICB

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EFFECTIVE

MAY 27 2004

PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

BY   
EXECUTIVE DIRECTOR

Issued: April 27, 2004

Effective: May 27, 2004

Issued By: Leslie O. Buford, Tariff Administrator  
222 W. Adams Street  
Chicago, IL 60606

SECTION 4 -- END USER NETWORK ACCESS SERVICE

All material on this page is new.

4.4 Network Access Line Services (Cont'd.)

4.4.5 TCG PrimeNBX (Cont'd.)

B) PrimeNBX Features

The following line and system features are included with PrimeNBX at no additional cost where facilities permit. Additional features will be provided on an individual case basis.

1) Standard Line Features

**Call Forwarding:**

**Call Forwarding -Busy** Provides for the forwarding of all calls attempting to terminate at a busy line to be forwarded to a predetermined line within a Customer system or outside the system.

**Call Forwarding -Don't Answer** Provides for the forwarding of all calls attempting to terminate at a line which is not answered within a set number of rings to be forwarded to a predetermined line within a Customer system.

**Call Forwarding -Don't Answer / Enhanced** Provides for the forwarding of all calls attempting to terminate at a line which is not answered within a set number of rings to be forwarded to a predetermined line either within a Customer system or outside the system.

**Call Forwarding -Variable** When activated at a line by a Customer, provides for the forwarding of all calls attempting to terminate at that line to another Customer specified line within a Customers' system or outside the system.

**Call Hold** Allows the user to hold one call for any length of time provided that neither party goes on-hook.

**Call Park** Allows a station line to park a call against its own line number. The parked call can be retrieved from any station line by dialing a feature code and the line number against which the call is parked.

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OF KENTUCKY  
EFFECTIVE

JUL 14 2000

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)  
BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

Issued: June 14, 2000

Effective: July 14, 2000

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SECTION 4 -- END USER NETWORK ACCESS SERVICE

All material on this page is new.

4.4 Network Access Line Services (Cont'd.)

4.4.5 TCG PrimeNBX (Cont'd.)

B) PrimeNBX Features (Cont'd.)

1) Standard Line Features (Cont'd.)

**Call Pickup** Allows a station line to answer incoming calls to another station line within a defined call pickup group. Call pickup is provided on individual station lines within a Customer group.

**Call Transfer** Allows a station line user to transfer any established call to another station line inside their Customer group without the assistance of the attendant.

**Call Transfer-Enhanced** Allows a station line user to transfer any established call to another line inside or outside the Customer group without the assistance of an attendant.

**Call Waiting:**

**Call Waiting -Cancel** Allows a Call Waiting Customer to cancel this feature for one call through the use of a cancel call waiting code.

**Call Waiting -Dial** Permits a station line to impose call waiting on a busy station line by dialing the call waiting feature activation code, followed by the station number. This feature is an originating line feature that is applicable to calls within the established user group only.

**Call Waiting -Incoming** Allows an incoming call to a busy station line to be held waiting while a signal is directed towards the busy station line user.

**Call Waiting -IntraGroup** Permits both incoming calls and calls originating from within the system to activate the call waiting feature.

**Call Waiting -Originating** Allows a station line user to impose call waiting on a busy station line.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JUL 14 2000

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

Issued: June 14, 2000

Effective: July 14, 2000

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SECTION 4 -- END USER NETWORK ACCESS SERVICE

All material on this page is new.

4.4 Network Access Line Services (Cont'd.)

4.4.5 TCG PrimeNBX (Cont'd.)

B) PrimeNBX Features (Cont'd.)

1) Standard Line Features (Cont'd.)

**Directed Call Pickup:**

**Directed Call Pickup with Barge-in** Allows a station line user to answer a call that is ringing any other line within the same Customer group. If the called station line has already been answered, the initiating station line may barge-in to the answered call and be connected into a 3-way call.

**Directed Call Pickup without Barge-in** Allows a station line user to answer a call that is ringing any other line within the same Customer group. If the called station line has already been answered, the initiating station line will be connected to a reorder tone.

**Distinctive Call Waiting Tones** Permits a called station line user to determine whether an incoming waiting call is external or internal to the Customer group by providing different tone cadences for both occurrences.

**Distinctive Ringing** Allows a unique pattern of ringing to permit the station line user to distinguish between IntraGroup and DID calls.

**Line Hunting:**

**Circular** Allows a call directed to a busy station configured in a circular hunt arrangement, to be directed to any station within the group until such time as a station becomes available.

**Terminal** Routes a call in a prearranged linear pattern until it reaches the last number in the series. If that last number is busy, the incoming caller receives a busy signal.

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OF KENTUCKY  
EFFECTIVE

JUL 14 2000

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)  
BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

Issued: June 14, 2000

Effective: July 14, 2000

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SECTION 4 -- END USER NETWORK ACCESS SERVICE

All material on this page is new.

4.4 Network Access Line Services (Cont'd.)

4.4.3 TCG PrimeNBX (Cont'd.)

B) PrimeNBX Features (Cont'd.)

1) Standard Line Features (Cont'd.)

**Speed Calling** - Individual 8 Number List Permits the station line user to dial selected numbers by using fewer digits than normally required. This is accomplished by assigning of abbreviated codes to frequently called numbers. The list is dedicated to the individual station line user.

**Station Message Detail Recording -Direct Output (Basic)** Permits the capturing of call detail information by the switch and passing this information to a call accounting system.

**Three-Way Calling** Allows a station line user to add an internal third party to an existing conversation.

**Touch Tone (DTMF)** Provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities.

2) Standard System Features

**Automatic Identified Outward Dialing** A feature that automatically provides you with an accurate record of all toll calls made by each line.

**Automatic Route Selection -Basic** This is a preset pattern of routing calls originated by a PrimeNBX station user to selected Interexchange carriers or dedicated facilities.

**Direct Inward Dialing** Allows Incoming calls from the local exchange and long distance networks to reach an individual line or group of lines in the system without the assistance of an attendant.

**Direct Outward Dialing** Permits lines of the system to gain access to the local exchange and long distance network without the assistance of an attendant by dialing an access code.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JUL 14 2000

PURSUANT TO 807 KAR 601  
SECTION 9 (1)

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

Issued: June 14, 2000

Effective: July 14, 2000

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SECTION 4 -- END USER NETWORK ACCESS SERVICE

All material on this page is new.

4.4 Network Access Line Services (Cont'd.)

4.4.5 TCG PrimeNBX (Cont'd.)

B) PrimeNBX Features (Cont'd.)

2) Standard System Features (Cont'd.)

**Intercept** Routes incoming exchange calls made to a non-working Digital PrimeNBX line to an announcement machine.

**Line Treatments** Provides the capability to allow or deny individual station line features. The treatments can be arranged to control all calls originating or terminating on station lines.

**Loudspeaker Paging Access** Permits station line users to access Customer-provided loudspeaker paging equipment by dialing an access code. The Customers equipment will dictate the type of termination that is provided by TCG. One access method could be the termination of a TCG PrimeNBX line on a standard jack interface. This assumes the paging equipment has a line card termination. In this method of operation users would dial the PrimeNBX line for access to the paging facilities. Another method of access to paging equipment is a four wire trunk side dedicated leased line which requires an access level or dial code in the TCG PrimeNBX. Users will dial this to access the paging equipment

**Station-to-Station Calling** Allows Customer group stations to complete calls to other stations without the assistance of an attendant.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JUL 14 2000

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

BY: Stephen O. Bell  
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Issued: June 14, 2000

Effective: July 14, 2000

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SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.3 PrimePlex PRI Service

TCG PrimePlex PRI service is an optional service arrangement for local exchange access based on the Primary Rate Interface (PRI) arrangement of the Integrated Services Digital Network (ISDN). PrimePlex PRI is a high capacity access path for communications providing voice or data transmission over the Company's exchange network. A PrimePlex PRI facility may be provided as stand-alone service or provisioned over an existing or new AT&T ACCU-Ring DS3 facility. N | N

A) Regulations

1) Explanation of Terms

Circuit Switching

A switching technique in which an entire circuit or, in a digital switch equipped for ISDN, a specific selection of time slots is dedicated to a given call.

PrimePlex Primary Rate Interface (PRI)

PrimePlex PRI is an alternative for individual local exchange access loop services such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), and business dial tone lines. It can also be used as loop transport for circuit switched data applications. PrimePlex PRI is provisioned on the 1.544 megabits per second (Mbps) bandwidth and uses ISDN architecture of 23 B or bearer channels and 1 D or data channel or 24 B channels to provide the Customer with the capabilities of simultaneous access, transmission, and switching of voice, data, and imaging services via channelized transport. In addition, PrimePlex PRI provides the Customer with the service capabilities and features described herein.

Integrated Services Digital Network

Integrated Services Digital Network (ISDN) describes the end-to-end digital telecommunications network architecture that provides for the simultaneous access, transmission, and switching of voice, data, and imaging services. These functions are provided via channelized transport facilities over an unlimited number of standard user-network interfaces. The ISDN architecture consists of digital switching systems that connect Primary Rate Interface lines to their serving central office. PUBLIC SERVICE COMMISSION EFFECTIVE FEB 9 3 00 PM

PURSUANT TO 807 KAR 5.01  
SECTION 9 (1)

Issued: January 23, 2004

Effective: February 23, 2004  
BY: [Signature] EXECUTIVE DIRECTOR

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SECTION 4 END USER NETWORK ACCESS SERVICE

4.4 Network Access Line Services (Cont'd.)

4.4.6 PrimePath NBX

A) Description

PrimePath NBX is a central office-based analog communications service over loop-start facilities for a retail end-user. The service provides direct inward dialing capability without the requirement of CPE such as a key system or PBX, as well as outward calling capabilities. Service charges are billed on a monthly basis, and are based on the service area in which the Customer is located. Standard, Implemented and Optional features are listed below. Standard features are provisioned on all lines and Implemented features are provisioned on all lines and Implemented features may be chosen on a per line basis at no additional recurring cost. Optional features are available for an additional per-month charge and one-time installation charge. Monthly recurring and non-recurring line and feature charges are shown below. A minimum of 10 PrimePath NBX lines per main customer location is required. Additional locations of the same customer within the same locally defined rate center may subscribe to the same PrimePath NBX system with a minimum of 6 PrimePath NBX lines where facilities permit. A PrimePath NBX system is associated with only one invoice. Customers must commit to at least a one-year term commitment; two year term plans are also available. Customers requiring more than 48 lines per any location may purchase Prime NBX Service where facilities permit and under current tariffs with Prime NBX features and rates.

(L) Material has been moved to Sheet 69.1b.

PUBLIC SERVICE COMMISSION  
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MAY 27 2004

PURSUANT TO 807 KAR 5011  
SECTION 9 (1)

BY   
EXECUTIVE DIRECTOR

Issued: April 27, 2004

Effective: May 27, 2004

Issued By: Leslie O. Buford, Tariff Administrator  
222 W. Adams Street  
Chicago, IL 60606

SECTION 4 END USER NETWORK ACCESS SERVICE

4.4 Network Access Line Services (Cont'd.)

4.4.6 PrimePath NBX

A) Description (Cont'd)

PrimePath NBX is not available, either under this tariff section or through any TCG Contract Tariff or contract referencing this tariff section, to new or existing Customers who did not have it on order on or before May 27, 2004. Existing term plan Customers with contracts for PrimePath NBX in effect or on order prior to May 27, 2004 may continue under their existing terms and conditions and may move, add or change stations at their existing locations, but may not add new locations unless otherwise specified in their contracts. Customers with contracts that expired on or before May 27, 2004 will be placed on month-to-month tariff rates, subject to the termination schedule stated below. Customers with contracts that expired before July 14, 2006 will be placed on month-to-month tariff rates upon the expiration of their existing contract, unless otherwise specified in the contract, subject to (and unless provided in) the termination schedule stated below. Customers with contracts that expire after July 14, 2006 will be allowed either to choose to keep their contract rate up to and including July 31, 2008, subject to the limitations on move adds, and changes described above, or to choose to change to month-to-month rates, subject to the schedule stated below.:

- 1) Customers with contracts that expired on or before May 27, 2004 will have until July 31, 2008 to migrate to a different service, as their service will be terminated on that date.
- 2) Customers with contracts that expired after May 27, 2004 but no later than December 31, 2005 will have until July 31, 2008 to migrate to a different service, as their service will be terminated on that date.
- 3) Customers with contracts expiring in 2006 will have until July 31, 2008 to migrate to a different service on or before contract expiration, or July 31, 2008, whichever comes later, as their service will be terminated on that date.

Early termination penalties will be waived for PrimePath NBX customers wishing to terminate their PrimePath NBX service and migrate to a different service prior to their contract expiration.

Issued: June 15, 2006

Issued By: Leslie O. Buford, Tariff Administrator  
227 W. Monroe Street  
Chicago, IL 60606

Effective: July 1, 2006

By:   
Executive Director

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
7/1/2006  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

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SECTION 4 END USER NETWORK ACCESS SERVICE

4.4 Network Access Line Services (Cont'd.)

4.4.6 PrimePath NBX

A) Description (Cont'd)

- 1) Customers subscribing to this service are required to pay the monthly rate for service as specified whether or not all implemented features are activated at initial installation. A non-recurring charge will apply when a customer elects to activate any implemented or optional feature subsequent to initial installation. Optional features carry an additional monthly recurring charge and an additional initial installation fee.
- 2) A customer may elect to subscribe to PrimePath NBX optional features at initial installation or subsequent to initial installation, subject to the applicable recurring and additional non-recurring charges.
- 3) If the service is terminated in whole or in part by the customer after initial installation, but prior to the completion of the service period, the customer shall be liable for the remaining contract period. The formula for such charges is number of lines times number of months remaining times line rate.

L  
L

(L) Material previously located on Sheet 69.1.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

MAY 27 2004

PURSUANT TO 807 KAR 5011  
SECTION 9 (1)

BY   
EXECUTIVE DIRECTOR

Issued: April 27, 2004

Effective: May 27, 2004

Issued By: Leslie O. Buford, Tariff Administrator  
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SECTION 4 -- END USER NETWORK ACCESS SERVICE

All material on this page is new.

4.4 Network Access Line Services (Cont'd.)

4.4.6 PrimePath NBX (Cont'd.)

A) Description (Cont'd.)

4) If customer adds lines after initial installation during the time of the contract and these additional lines consist of less than or equal to 50% of the original order, the additional lines are contracted at the same rate as the initial lines, but the contract termination date shall be the original contracted date.

5) If Customers add lines after installation during the time of the contract and these additional lines in total consist of more than 50% of the original order, then a new contract must be executed with a new termination date and at the current tariffed rate for all lines.

6) Customer's relocating within the same TCG metropolitan service area where PrimePath NBX is available may continue on the same contract, subject to additional installation and service order charges.

7) Customer's extending service beyond the contract period without a new contract will automatically renew on a month to month basis at the highest available line, feature and usage rates associated with PrimePath NBX.

8) Standard line treatment options for blocking apply to all lines, as well as standard 4 digit dialing plans for internal PrimePath NBX system calling. "Assume dial 9" is NOT available with PrimePath NBX.

9) Existing PrimePath NBX Customers purchasing additional lines in excess of 48 lines per individual customer location for all locations may purchase Prime NBX at the same or greater term for all lines subject to availability, tariffs and new service agreement without termination liability under PrimePath NBX. Additional lines subject to Prime NBX installation and service order charges.

B) Features

1) Standard Features - the following are provisioned at no additional charge for all PrimePathNBX service lines; standard line treatments for blocking apply.

- |                        |  |
|------------------------|--|
| -Call Hold             | -Direct Outward Dialing                      |
| -Call Transfer*        | -Distinct Ringing Within Group               |
| -Direct Inward Dialing | -Station to Station Dialing                  |
| -Three-Way Calling     | -Automatic Identification of Outward Dialing |

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OF KENTUCKY  
EFFECTIVE

JUL 14 2000

PURSUANT TO 807 KAR 0011,  
SECTION 9 (1)

BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

Issued: June 14, 2000

Effective: July 14, 2000

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SECTION 4 END USER NETWORK ACCESS SERVICE

4.4 Network Access Line Services (Cont'd.)

4.4.5 PrimePath NBX (Cont'd.)

B) Features (Cont'd.)

2) Implemented Features

The following features are available upon request with the PrimePath NBX service with no additional charge.

- Call Forward-Busy\*
- Call Forward-No Answer\*
- Call Forward-Variable\*
- Call Waiting/Cancel Call Waiting
- Line Hunting-Terminal
- Message Waiting Indicator (interrupt dial tone)
- Speed Calling-8

3) Other Features

-Caller ID with Name  
Rates and Charges:  
Per Line

Monthly Recurring  
\$9.00

Non-Recurring  
\$0.00

(N)

(N)

\* Customers utilizing Call Forward-Busy, Call Forward-No Answer, Call Forward-Variable, and Call Transfer will incur any applicable usage charges based on the Customer's location and the terminating location. Usage charges will accrue until the call is ended at the terminating location.

(M)

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JUN 14 2002

(M)

M - Material previously on this page is now on Sheet 69.4.

PURSUANT TO 807 KAR 5.011.  
SECTION 9 (1)

BY Stenhard Bell  
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Issued: May 15, 2002

Effective: June 14, 2002

By: Leslie O. Buford, Tariff Administrator  
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SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.5.PrimePath NBX Business Line Service (Cont'd.)

C) Rates

1) Non-Recurring Charges T

Installation Charge (per line) N  
-Month-to-Month \$300.00 N

Installation (per line) \$25.00 T  
Service Order Charge (per order) \$40.00

2) Monthly Recurring Charges T

	<u>Mo. To Mo.</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
Analog Rate (10-48)	\$27.00 (N)	\$23.85	\$22.20	\$20.95

D) Individual Case Basis (ICB) Arrangements

No Individual Case Basis (ICB) Arrangements exist at  
this time. All ICB Arrangements will be filed with the N  
Kentucky Public Service Commission. N

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OF KENTUCKY  
EFFECTIVE

MAY 27 2004

PURSUANT TO 807 KAR 5.011  
SECTION 9 (1)

BY   
EXECUTIVE DIRECTOR

Issued: April 27, 2004

Effective: May 27, 2004

Issued By: Leslie O. Buford, Tariff Administrator  
222 W. Adams Street  
Chicago, IL 60606

**SECTION 4 - END USER ACCESS SERVICES**

**4.4 Network Access Line Services (Cont'd.)**

**4.4.3 PrimePlex PRI Service (Cont'd.)**

**A) Regulations (Cont'd.)**

**1) Explanation of Terms (Cont'd.)**

**Network Interfaces**

ISDN Primary Rate Interface is comprised of a limited set of standard user-network interfaces. The PRI Customer Premises Equipment (CPE) located at the customer premises must be compatible with the network interface. This network interface is defined as follows:

Physically, the network interface is a metallic four-wire telephone loop interface between a switch equipped with ISDN and the Network Termination 2 (NT2). The NT2 is customer premises equipment required for providing physical compatibility in terminating telephone facilities at the customer premises.

**PRI Line Group**

A PRI Line Group is a group of channels which are designated as one of the following:

- Incoming Business Dial Tone Line Group
- Outgoing Business Dial Tone Line Group
- Two-Way Business Dial Tone Line Group
- Call-by-Call Service Selection Line Group

Only one Call-by-Call line group may be provisioned on a PrimePlex PRI Arrangement. Where available, up to two of the other line group types may be provisioned on a PrimePlex PRI Arrangement. The total number of line groups per PRI Arrangement is limited to four. The capability to assign other than Call-by-Call line groups varies by central offices switch type.

**Primary Rate Access Facility**

Primary Rate Access Facility provides a high capacity access facility with a transmission speed of 1.544 megabits per second (Mbps) for communications between the Customer's premises and the central office. Each Primary Rate Access Facility supports one PrimePlex PRI arrangement.

Issued: October 1, 1999

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PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
REGULATORY  
NOV 01 1999  
PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1),  
BY: *[Signature]* 11/1/99  
EFFECTIVE DATE: *[Signature]*  
SECRETARY OF THE COMMISSION

**SECTION 4 - END USER ACCESS SERVICES**

**4.4 Network Access Line Services (Cont'd.)**

**4.4.3 PrimePlex PRI Service (Cont'd.)**

**A) Regulations (Cont'd.)**

**1) Explanation of Terms (Cont'd.)**

**Primary Rate Interface Arrangement**

PrimePlex PRI Arrangement is a service providing ISDN capabilities between the customer premises and the serving central office. The PRI Arrangement consists of 23 "B" channels and one "D" channel or 24 "B" channels which are defined as follows:

**B Channel**

The B Channel is a 64 kilobits per second (Kbps) channel used for information transfer between users. The B channel may be used in conjunction with circuit-switched service.

**D Channel**

The D Channel is a 64 kilobits per second (Kbps) channel that carries signaling and control for the B channels.

**Software Defined Lines**

Software Defined Lines are lines which are provisioned on the Primary Rate Access Facility by establishing their identity in central office translations. These lines physically ride on the 4-wire ISDN Primary Rate Access Facility.

**Simulated Facility Group**

A Simulated Facility Group is a software-defined register used to limit the number of simultaneous calls with specific attributes. **REGISTERED SERVICE COMMISSION OF KENTUCKY EFFECTIVE**

**2) Customer Premise Equipment (CPE)**

The CPE used by the customers subscribing to PrimePlex PRI must comply with ISDN Primary Rate Interface specifications as designated by the Telephone Company or BellCore. **NOV 01 1999**  
**UNSUANT TO 807 KAR 5.011, SECTION 9(1)**

BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

**SECTION 4 - END USER ACCESS SERVICES****4.4 Network Access Line Services (Cont'd.)****4.4.3 PrimePlex PRI Service (Cont'd.)****A) Regulations (Cont'd.)****3) Service Capabilities**

- a) Transport Customer information in the form of circuit-switched voice or data up to 64 Kbps over any B channel.
- b) Allow, where available, one D channel to control up to 20 PRI Arrangements. In such cases, a single D channel in one PRI Arrangement handles all the signaling and control requirements of multiple PRI Arrangements to consist of 24 B channels.
- c) Allow B channels to be allocated for specific services, such as Direct Inward Dialing (DID) and Direct Outward Dialing (DOD), or configure channels to access multiple services on a Call-by-Call basis. All of the preceding services may be accessed on a Call-by-Call Service Selection basis, except two way lines which must be dedicated to specific channels.
- d) Allow the user to have access to the directory number of the calling party.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

Effective: November 1, 1999

Issued: October 1, 1999

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SECTION 4 - END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.3 PrimePlex PRI Service (Cont'd.)

A) Regulations (Cont'd.)

4) Conditions

This service is offered subject to the following conditions:

- a) PrimePlex PRI is only available from serving central offices equipped with the necessary facilities to provide PRI service. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
- b) ISDN-compatible terminal equipment is required for operation. It is the Customer's responsibility to power and obtain such equipment.
- c) PrimePlex PRI service does not preclude customers from originating or receiving circuit-switched voice calls from inside or outside either their serving central office or their Local Exchange Area. Where facilities are available, Customers will be able to originate and receive circuit-switched data calls outside their serving central office.
- d) This tariff does not provide for the transmission of packet data on the B or D channels. Packet data is not offered on the B or D channels.
- e) Existing local usage or MTS rates apply to circuit-switched voice and data calls. The Unlimited Usage Package is not available with PrimePlex PRI service.
- f) All PRI Arrangement configurations must have at least one 23B+D PRI Arrangement for signaling and control functions. A 23B+Backup D PRI Arrangement is required whenever more than 47 B channels are controlled by a single D channel.
- g) When more than one Company service is accessed over the same PrimePlex PRI Arrangement, Call-by-Call Service Selection may be required.

Issued: October 1, 1999

James R. Le Maire  
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NOV 01 1999  
PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)  
BY: *[Signature]*  
EFFECTIVE November 1, 1999  
SECRETARY OF THE COMMISSION

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SECTION 4    END USER ACCESS SERVICES

4.4   Network Access Line Services (Cont'd.)

4.4.3   PrimePlex PRI Service (Cont'd.)

A)   Regulations (Cont'd.)

4)   Conditions (Cont'd)

- h) Each line group is equipped with one telephone number. Additional numbers may be ordered in blocks of 20 as specified herein.
- i) Telephone numbers ordered in blocks of 20 and Individual Additional Telephone Numbers ordered from this Tariff may not be delivered on the same Simulated Facility Group or dedicated trunk group.
- j) The quantity of Individual Additional Telephone Numbers may not exceed the size of the trunk group or Simulated Facility Group to which they are assigned.
- k) Circuit-switched data calls will be billed on a local usage sensitive basis as specified in this tariff. Toll charges will apply when circuit-switched data calls are made outside of the customer's Local Calling Area.
- l) PrimePlex PRI Service is subject to a usage limit of 100,000 local outbound minutes per full T1/PRI per calendar month. The Company reserves the right to charge an additional monthly recurring flat-rate fee equivalent to the Customer's term plan commitment for each successive additional full T1/PRI that would be required to enforce the usage limit. The company reserves the right to audit customer's PrimePlex usage for these conditions and impose such additional fees on a monthly basis as required.

N  
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N

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Issued: August 17, 2006

Effective: September 1, 2006

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227 W. Monroe Street  
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SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.3 PrimePlex PRI Service (Cont'd.)

PrimePlex PRI High Volume Inbound Calling Option:  
PrimeConnect PRI

(N)  
(N)

At the Company's discretion, the Company may reconfigure the Customer's service from PrimePlex PRI to PrimeConnect PRI Service if the Customer's PrimePlex PRI usage meets one or more of the following criteria: (1) Supports a maximum of two rate centers per PRI facility or T1 trunk, 23B + 1D channel, within the TCG designated service area, 2) supports inbound calling only, 3) equals or exceeds an average call duration of 10 minutes per call, 4) equals or exceeds CCS loading of 32 CCS, and 5) equals or exceeds 200,000 minutes of use (MOU), per PRI, per month. The Customer will be charged rates for PrimeConnect PRI Service as listed below. The Company reserves the right to audit the Customer's PrimePlex PRI usage for the above conditions.

(C) (M)  
(C)  
(C)  
(C)  
(M)

A) The Customer is required to subscribe to a sufficient number of DS1 trunks at a maximum usage of 400,000 MOU so as to not degrade the TCG network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the Customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the Customer to increase the number of PrimeConnect PRI trunks to satisfy the call completion criteria listed above.

(N)

B) PrimeConnect PRI Customer Access Requirements:

PrimeConnect PRI supports inbound calling only, and does not include outbound calling to Operator Assisted Services, Special Service Codes, Special Access Codes or Carrier Access Codes. The Customer is responsible for securing individual business lines, or other appropriate facilities, to access these services and/or codes, including:

- Conference Calls,
- Calls to Special Service Codes including 500, 700, 900, 976, N11 (where N = 2-9) or other special service codes that may be created, or
- Calls to 0 and 00

(N)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

MAY 11 2003

PURSUANT TO KRS 100.01-010  
SECTION 9(1)

Issued: April 11, 2003

Effective: May 11, 2003

By: Leslie O. Buford, Tariff Administrator  
227 W. Monroe Street  
Chicago, IL 60606

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SECTION 4    END USER ACCESS SERVICES

4.4    Network Access Line Services (Cont'd.)

4.4.3    PrimePlex PRI Service (Cont'd.)

PrimePlex    PRI    High    Volume    Inbound    Calling    Option:  
PrimeConnect PRI (Cont'd.)

(N)

- C) PrimeConnect is intended solely for the purposes of providing local and intraLATA non-toll access into a Customer's location. In the event that local and intraLATA non-toll calls placed into a Customer's location become subject to additional charges imposed by connecting carriers or by regulation, the Company reserves the right to modify the facility rate charges for traffic into the location upon 30 days written notice to the Customer. The Customer has the option to accept the rate change(s) or terminate the contract without penalty, unless specifically bound to specific commitments associated with capital recovery, special construction, or other issues written into the Customer's contract or agreement with the Company over and above the normal terms and conditions of the contract or agreement.

(N)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

MAY 11 2003

PURSUANT TO 807 KAR 5.011  
SECTION 6.01

BY   
EXECUTIVE DIRECTOR

---

Issued: April 11, 2003

Effective: May 11, 2003

By: Leslie O. Buford, Tariff Administrator  
227 W. Monroe Street  
Chicago, IL 60606

**SECTION 4 – END USER ACCESS SERVICES**

**4.4 Network Access Line Services (Cont'd.)**

**4.4.3 TCG PrimePlex PRI Service (Cont'd.)**

**A) Regulations (Cont'd.)**

**4) Conditions (Cont'd.)**

**5) Features**

- a) Backup D Channel: Automatically takes over for a failed D channel in case of trouble. This is purchased as part of a 23B+Backup D PRI Arrangement.
- b) Call-by-Call Service Selection (CBC): Provides and option to the Dedicated B Channel Configuration allowing B channels to be configured to access multiple services on a per-call basis. With this optional feature, separate facilities are not needed for individual services such as DID, DOD, and business dial tone lines. The customer premises equipment signals the local serving central office as to what typed of services to access for each call.
- c) Calling Party Number (CPN): Allows the user to have access to the directory number of the calling party. Provision of per-call and line blocking capabilities is a function of the customer premises equipment and is the responsibility of the customer.
- d) Multiple Facility Signaling Control: Allows the D channel one PRI Arrangement to provide signaling for up to 20 PRIs terminating on a switch module. Requires Backup D channel.
- e) Original Called Number (OCN): which must be ordered for specific PRI ISDN trunks, places the callers original dialed digits into the OCN field of the selected ISDN message, for inbound calls which have been forwarded one or more times. These ISDN messages, containing OCN information, will be transmitted over the designed Data-Channels (D-Channels, primary, secondary, and back-up) on the ISDN trunk.
- f) 2 B-Channel transfer on PRI: allows a controller that is interfaced over an ISDN PRI to initiate the transfer of one of its calls to another call so that the two end-users are connected to each other within the switch and the two PRI B-channels to the controller are released.

(N)  
|  
|  
|  
(N)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

Issued: January 16, 2002

Effective: ~~February 15, 2002~~ FEB 15 2002

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PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)  
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SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.3 TCG PrimePlex PRI Service (Cont'd.)

A) Regulations (Cont'd.)

5) Features (Cont'd)

- g) Caller ID With Name: Permits the display of alisted name associated with a telephone number form which the callis being masde. The name and number will be delivered to a Customer-provided display device.

(N)

(N)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JUN 14 2002

PURSUANT TO 807 KAR 5.011.  
SECTION 9 (1)

BY Stanley Bell  
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Issued: May 15, 2002

Effective: June 14, 2002

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SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.3 PrimePlex PRI Service (Cont'd.)

A) Regulations (Cont'd.)

6) Application of Rates

- a) Business dial tone line functionality is included in the PrimePlex PRI Service rates and charges.
- b) When DID numbers are ordered from the preceding, a DID line connection service charge applies for each B channel dedicated to DID service, or DID-simulated facility group member over which DID numbers are transmitted.
- c) When a Customer converts existing DSL facilities provided under PrimeXpress Service to Primary Rate ISDN Access Facilities, installation charges for the Primary Rate Access Facility are waived.
- d) Hunting Service is included in PrimePlex PRI rates.

(C)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

MAY 11 2003

PURSUANT TO KRS 202.010  
SECTION 9(1)

Issued: April 11, 2003

Effective: May 11, 2003

By: Leslie O. Buford, Tariff Administrator  
227 W. Monroe Street  
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**SECTION 4 - END USER ACCESS SERVICES**

**4.4 Network Access Line Services (Cont'd.)**

**4.4.3 PrimePlex PRI Service (Cont'd.)**

**A) Regulations (Cont'd.)**

**9) Changes in Future Contract Rates**

If the monthly rates on a contract are lowered, the subscriber may be allowed to cancel the existing contract without penalty, providing the subscriber signs up for a new contract of equal or greater monetary value. The subscriber will be subject to all terms, conditions, and prices of the new contract.

**10) Renewal Options**

Prior to the expiration of the existing contract period, a customer may extend the contract for another period without incurring termination liability charges. The new contract period must be for a period of time which is equal to or greater than the length of the original contract. The number of PRI arrangements must be equal to or greater than the number of arrangements contained in the original contract. The contract period effective date will be the date the customer signs the new contract.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan O. Bue  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

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Effective: November 1, 1999

All material on this page is new.

#### 4.4.3 PrimePlex PRI Service (Cont'd.)

Incoming Call Redirect (ICR) provides automated redirection of incoming calls to a pre-designated back-up site during T1 or PBX failures or when all trunks are busy. This option is available with PrimeXpress Network Service, PrimePlex PRI Service or Prime Digital Trunk Service only.

ICR can redirect all or only pre-selected DID numbers, depending on the Customer's application. Calls are redirected to another set of telephone numbers (Destination Numbers), and can route to the LEC trunks at the same location or distant locations. A separate route index will be set up for the redirection of selected DID numbers. Redirected calls will route to a single number at the pre-designated back-up site, and will deliver the original calling number if the back-up site is configured for PRI and Calling Party Number. It is the responsibility of the Customer to obtain any necessary permissions for the use of any Destination Number.

If ICR is ordered in two or more sites that provide back up to one another, the back up telephone number cannot be a number which can be redirected.

ICR is limited to a maximum of ten simultaneous redirected calls per T1, a maximum of twenty-four simultaneous calls for trunk groups of one to four T1's, and a maximum of forty-eight simultaneous calls for trunk groups of five T1's or more. A maximum of two (2) trunk groups per location can be equipped with ICR.

Customers will be responsible for all usage charges associated with redirected calls.

## 1) Application of Rates

Incoming Call Redirect rates consist of a non-recurring and a monthly recurring charge per T1, a local usage charge per redirected call, and a nonrecurring charge per change or group of changes requested in a Customer's listing of Redirected Numbers or Commission Numbers.

SEP 28 2002

PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

Issued: August 29, 2002

Effective September 28, 2002

Leslie O. Buford, Tariff Administrator  
227 W. Monroe Street  
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SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.3 PrimePlex PRI Service (Cont'd.)

C) Rates\*\*

PRI Arrangements-Standalone

<u>Voice and Data**</u>	<u>Non-Recurring*</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
-Initial 23B+D	\$1,100	\$1,320	\$1,205	\$1,175
-Each addit'l 23B+D & 24B w/o backup D	\$1,100	\$1,320	\$1,205	\$1,175
-23B+backup D	\$1,100	\$1,320	\$1,205	\$1,175

<u>Data Only**</u>	<u>Non-Recurring*</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
-Initial 23B+D	\$1,100	\$1,025	\$970	\$950
-Each addit'l 23B+D & 24B w/o backup D	\$1,100	\$1,025	\$970	\$950
-23B+backup D	\$1,100	\$1,025	\$970	\$950

Change Charge: \$10.00 per order

Incoming Call Redirect Option

Non-Recurring Charges

	<u>Rate</u>
Per T1	\$250.00
Per Charge	\$ 80.00

Monthly Recurring Charges

	<u>Rate</u>
Per T1	\$80.00
Local Usage Rate Plan (Per Minute)	\$ .02

\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

\*\* Effective February 23, 2004, these rates are only available to existing Customer.

FEB 23 2004

PURSUANT TO 807 KAR 5.011  
SECTION 9 (1)

Issued: January 23, 2004

Effective: February 23, 2004  
EXECUTIVE DIRECTOR

By: Leslie O. Buford, Tariff Administrator  
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Chicago, IL 60606



SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.4 PrimePlex PRI Service (Cont'd.)

PrimePlex PRI High Volume Inbound Calling Option: PrimeConnect PRI

Non-Recurring Installation: **Per DS1 Facility**  
\$1,500.00

Monthly Recurring: **Per DS1 Facility**  
Month-to-Month \$2,200.00  
1 Year Term \$1,395.00  
2 Year Term \$1,280.00  
3 Year Term \$1,250.00

Features are for Stand alone and ACCU-Ring Voice and Data and do not apply to Data Only Services.

Features

	<u>Non-Recurring</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
OCN	\$250	\$150	\$150	\$150

	<u>Non-Recurring</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
2 B-Channel Transfer (per PRI)				
12 simultaneous calls	\$500	\$150	\$150	\$150
24 simultaneous calls	\$500	\$300	\$300	\$300
36 simultaneous calls	\$500	\$450	\$450	\$450

Feature is for Stand alone Voice and Data and do not apply to Data Only Services.

Caller ID With Name

	<u>Monthly Recurring</u>	<u>Non-Recurring (Per T1)</u>
DID (Per Channel)	\$18.00	\$250.00
DID/DOD (per channel)	\$ 9.00	\$250.00

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OF KENTUCKY  
EFFECTIVE

FEB 23 2004

PURSUANT TO 807 KAR 5-011  
SECTION 9 (1)

BY Charles L. Dorn  
EXECUTIVE DIRECTOR

Issued: January 23, 2004

Effective: February 23, 2004

By: Leslie O. Buford, Tariff Administrator  
227 W. Monroe Street  
Chicago, IL 60606

SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.4 PrimePlex PRI Service (Cont'd.)

Effective February 23, 2004, these rates are only available to new Customers.

C) Rates

PRI Arrangements-Standalone

<u>Voice and Data</u>	<u>Non-Recurring*</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
-Initial 23B+D	\$1,100	\$1,065	\$960	\$935
-Each addit'l 23B+D & 24B w/o backup D	\$1,100	\$1,065	\$960	\$935
-23B+backup D	\$1,100	\$1,065	\$960	\$935
 <u>Data Only</u>	 <u>Non-Recurring*</u>	 <u>1 Year</u>	 <u>2 Year</u>	 <u>3 Year</u>
-Initial 23B+D	\$1,100	\$985	\$920	\$900
-Each addit'l 23B+D & 24B w/o backup D	\$1,100	\$985	\$920	\$900
-23B+backup D	\$1,100	\$985	\$920	\$900

\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

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OF KENTUCKY  
EFFECTIVE

FEB 23 2004

PURSUANT TO 807 KAR 5.011  
SECTION 9(1)

BY   
EXECUTIVE DIRECTOR

Issued: January 23, 2004

Effective: February 23, 2004

By: Leslie O. Buford, Tariff Administrator  
227 W. Monroe Street  
Chicago, IL 60606

SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.4 PrimePlex PRI Service (Cont'd.)

Effective February 23, 2004, these rates are only available to new Customers.

C) Rates

PRI Arrangements - Provisioned on AT&T ACCU-Ring:\*

<u>Voice and Data</u>	<u>Non- Recurring*</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
-Initial 23B+D	\$1,100	\$975	\$870	\$860
-Each addit'l 23B+D & 24B w/o backup D	\$1,100	\$975	\$870	\$860
-23B+backup D	\$1,100	\$975	\$870	\$860

<u>Data Only</u>	<u>Non- Recurring*</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
-Initial 23B+D	\$1,100	\$895	\$830	\$825
-Each addit'l 23B+D & 24B w/o backup D	\$1,100	\$895	\$830	\$825
-23B+backup D	\$1,100	\$895	\$830	\$825

Change Charge: \$10.00 per order

\*Also requires an AT&T ACCU-Ring facility and multiplexing.

\*\*Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer enters service under their Term Plan prior to expiration, they will be billed the applicable installation charge.

FEB 23 2004

PURSUANT TO 807 KAR 5.011  
SECTION 9 (1)

Issued: January 23, 2004

Effective February 23, 2004  
EXECUTIVE DIRECTOR

By: Leslie O. Buford, Tariff Administrator  
227 W. Monroe Street  
Chicago, IL 60606

**SECTION 4 - END USER ACCESS SERVICES**

**4.4 Network Access Line Services (Cont'd.)**

**4.4.4 Prime Digital Trunk Service**

**A) Description**

Prime Digital Trunk (PDT) is a fractional digital switched service that provides trunk connections from an end user's Private Branch Exchange or capable Key System to the Company Switch Port. Prime Digital Trunk is delivered via a DS1 (1.544 Mbps) facility providing up to 23 voice-grade DS0 communications channels. Prime Digital Trunk is available on a month-to-month basis or on a 1, 2, or 3 year term commitment.

The Customer may opt to utilize Prime Digital Trunk service for outgoing calls only (DOD), incoming calls only (DID), or a combination of both inbound and outbound calls. When the Customer elects to utilize Prime Digital Trunk for both inbound and outbound calls, they may choose Two-Way service which allows incoming to an attendant only or they can elect to utilize DID/DOD service which allows incoming calls to be terminated directly to an end user behind a PBX or capable Key System. When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. When PDT is used to provision the Company's CERFtone internet service, each PDT facility can support up to 21 voice switched exchange channels instead of 23.

Per subscribed Rate Center, the Customer is required to subscribe to sufficient number of trunks or channels so as not to degrade the Company's network below an incoming call completion rate of 99 percent. The call completion rate is based on an average of the busy hours occurring during the Customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the Customer to increase the number of PDT trunks or channels to satisfy the call completion criteria listed above.

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**B) Rate Regulations**

The following rate elements apply to Prime Digital Trunk service:

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- 1) Per Active Channel (PAC) charge - monthly recurring charge applicable to each active DS0 channel. A minimum of 12 PACs must be ordered per PDT facility.

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SECRETARY OF THE COMMISSION

- 2) Non-recurring installation charges are applicable for each DS0 channel.
- 3) See Section 4.3.8 for local and intraLATA toll calling rates associated with PDT service.

SECTION 4 END USER ACCESS SERVICES

All material on this page is new.

4.4 Network Access Line Services (Cont'd.)

4.4.3 Prime Digital Trunk Service (Cont'd.)

C) Incoming Call Redirect Option

Incoming Call Redirect (ICR) provides automated redirection of incoming calls to a pre-designated back-up site during T1 or PBX failures or when all trunks are busy. This option is available with PrimeXpress Network Service, PrimePlex PRI Service or Prime Digital Trunk Service only.

ICR can redirect all or only pre-selected DID numbers, depending on the Customer's application. Calls are redirected to another set of telephone numbers (Destination Numbers), and can route to the LEC trunks at the same location or distant locations. A separate route index will be set up for the redirection of selected DID numbers. Redirected calls will route to a single number at the pre-designated back-up site, and will deliver the original calling number if the back-up site is configured for PRI and Calling Party Number. It is the responsibility of the Customer to obtain any necessary permissions for the use of any Destination Number.

If ICR is ordered in two or more sites that provide back up to one another, the back up telephone number cannot be a number which can be redirected.

ICR is limited to a maximum of ten simultaneous redirected calls per T1, a maximum of twenty-four simultaneous calls for trunk groups of one to four T1's, and a maximum of forty-eight simultaneous calls for trunk groups of five T1's or more. A maximum of two (2) trunk groups per location can be equipped with ICR.

Customers will be responsible for all usage charges associated with redirected calls.

1) Application of Rates

Incoming Call Redirect rates consist of a non-recurring and a monthly recurring charge per T1, a local usage charge per redirected call, and a nonrecurring charge per change or group of changes requested in a Customer's listing of Redirected Numbers to Destination Numbers.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

SEP 28 2002

PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

BY Charles L. E. Brown  
EXECUTIVE DIRECTOR

Issued: August 29, 2002

Effective: September 28, 2002

By: Leslie O. Buford, Tariff Administrator  
227 W. Monroe Street  
Chicago, IL 60606

SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.5 Prime Digital Trunk Service (Cont'd)

C

D) Rates

1) DOD, Two-Way Trunks\*\*

C

Non-Recurring Installation: \$0.00 per DS0 channel

Monthly Recurring:

PAC:

- 1 Year Term \$39.75 per DS0 channel
- 2 Year Term \$39.30 per DS0 channel
- 3 Year Term \$38.85 per DS0 channel

2) DID, DID/DOD Trunks\*\*

C

Non-Recurring Installation:\* \$45.00 per DS0 channel

Monthly Recurring:

PAC:

- 1 Year Term \$63.15 per DS0 channel
- 2 Year Term \$62.45 per DS0 channel
- 3 Year Term \$61.75 per DS0 channel

3) DID Numbers

Block of initial 20 numbers: \$3.05 per block, per month  
Block of additional 10 numbers: \$1.55 per block, per month

4) Incoming Call Redirect Option

Non-Recurring Charges

	Rate
Per T1	\$250.00
Per Charge	\$ 80.00

Monthly Recurring Charges

	Rate
Per T1	\$80.00
Local Usage Rate Plan (Per Minute)	\$ .02

\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

\*\* Effective February 23, 2004 these rates are only available to existing Customers.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
FEBRUARY 23, 2004

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FEB 23 2004

Issued: January 23, 2004

Effective: FEBRUARY 23, 2004  
SECTION 9(1)

By: Leslie O. Buford, Tariff Administrator  
227 W. Monroe Street  
Chicago, IL 60606

BY   
EXECUTIVE DIRECTOR

SECTION 4 END USER ACCESS SERVICES

4.4 Network Access Line Services (Cont'd.)

4.4.5 Prime Digital Trunk Service (Cont'd)

Effective February 23, 2004, these rates are only available to new Customers.

D) Rates (Cont'd)

5) DOD, Two-Way Trunks

Non-Recurring Installation:\* \$0.00 per DS0 channel

Monthly Recurring:

PAC:

- 1 Year Term \$38.25 per DS0 channel
- 2 Year Term \$37.45 per DS0 channel
- 3 Year Term \$36.60 per DS0 channel

6) DID, DID/DOD Trunks

Non-Recurring Installation:\* \$45.00 per DS0 channel

Monthly Recurring:

PAC:

- 1 Year Term \$62.20 per DS0 channel
- 2 Year Term \$60.85 per DS0 channel
- 3 Year Term \$59.50 per DS0 channel

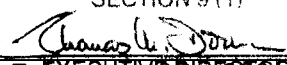
5) DID Numbers

Block of initial 20 numbers: \$3.05 per block, per month  
Block of additional 10 numbers: \$1.55 per block, per month

\* Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for a local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration, they will be billed the appropriate installation charge.

FEB 23 2004

PURSUANT TO 807 KAR 5.011  
SECTION 9 (1)

BY 

Issued: January 23, 2004

Effective: February 23, 2004

By: Leslie O. Buford, Tariff Administrator  
227 W. Monroe Street  
Chicago, IL 60606

SECTION 4 END USER ACCESS SERVICES

## 4.5 Secondary Exchange Service

## A) Description

Secondary Exchange Service is enables a PrimeXpress, PrimePlex or PrimePath Trunk service Customer to originate calls from a remote calling Secondary exchange within the Customer's LATA (Originating Secondary Exchange service), and receive calls as if they were being placed to the Secondary exchange calling area (Terminating Secondary Exchange service). Secondary Exchange Service Customers remain responsible for all PrimeXpress, PrimePlex or PrimePath Trunk service calls utilizing Secondary Exchange Service.

## B) Rate Regulations

- A) Secondary Exchange service is only available to in conjunction with PrimeXpress, PrimePlex and PrimePath Trunk services.
- B) The Secondary exchange must (1) be in the same LATA as the Customer's local calling area, (2) must be in a rate center where TCG also provides local service, and (3) be served by the same TCG switch as the Customer's local calling area.
- C) The Customer must designate separate trunk groups for primary local service and Secondary Exchange service. These trunk groups can be within the same T1.
- D) The Billing Telephone Number assigned to the Secondary trunk group will correspond to the assigned Secondary rate center. DID Secondary numbers, up to a maximum of 20 DID numbers per trunk, can be ordered on this trunk group. Customers requiring more than 20 DID numbers must order additional Secondary trunk groups. A maximum of 3 trunk groups are allowed per trunk.
- E) The Customer's premises must have a Customer provided compatible Private Branch Exchange (PBX) system or multiline terminating system and Customer must assign separate dial-out service to the Secondary Exchange trunk group(s) than to Customer's primary local service (e.g., dial "9" for primary local service and Dial "8" for Secondary Exchange Service).
- F) Secondary Exchange Service does not provide access to 911 service. Customer is responsible for programming their PBX to route 911 calls over Customer's primary local service trunk groups.

## C) Rates

Secondary Exchange Service charges are in addition to PrimeXpress, PrimePlex or PrimePath Trunk service charges.

Non-Recurring Charge	\$25.00
Monthly Recurring Charge	\$124 per line

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

**OCT 15 2001**

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

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Issued: September 13, 2001

Effective: October 15, 2001

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SECTION 4 - END USER ACCESS SERVICES

4.6 Integrated Prime Service

A) Description

Integrated Prime Service provides Local Voice Services on a Customer's spare capacity AT&T channelized Static Integrated Network Access (SINA) T1 or Frame Relay T1 access channels. The SINA T1 or Frame Relay T1 access arrangement will include Local Prime Services via Integrated PrimePath Lines and Trunks, Integrated PrimePath NBX analog lines and Integrated Prime Digital Trunks. The service provides direct inward dialing capability as well as outward calling capabilities. Service charges are billed on a monthly basis, and are based on the service area in which the Customer is located. The features and corresponding rates available for use with PrimePath, PrimePath NBX and Prime Digital Trunks are also available for use with Integrated Prime Service. Monthly recurring and non-recurring line charges are shown below. There is no minimum channel size requirement for Integrated Prime Service.

Integrated PrimePath services provide a Customer with one or more analog, voice-grade telephonic communications channel(s) that can be used to place or receive one call at a time. Integrated PrimePath is provided for connection to Customer-provided single-line terminal equipment such as station sets or facsimile machines. Integrated PrimePath is offered as either business lines, key lines, or business trunks. Customers utilizing Integrated PrimePath services must subscribe to a sufficient number of access lines to handle adequately the volume of traffic offered (received or originated) without interfering with any of the services offered by the Company.

Integrated Prime Digital Trunks (PDT) is a fractional digital switched service that provides trunk connections from an end user's Private Branch Exchange or capable Key System to the Company Switch Port. The Customer may opt to utilize Integrated PDT service for outgoing calls only (DOD), incoming calls only (DID), or a combination of both inbound and outbound calls. When the Customer elects to utilize Integrated PDT for both inbound and outbound calls, they may choose Two-Way service which allows incoming to an attendant only or they can elect to utilize DID/DOD service which allows incoming calls to be terminated directly to an end user behind a PBX or capable Key System. When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. Per subscribed Rate Center, the Customer is required to subscribe to sufficient number of trunks or channels so as not to degrade the Company's network below an incoming call completion rate of 99 percent. The call completion rate is based on an average of the busy hours occurring during the Customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the Customer to increase the number of Integrated PDT trunks or channels to satisfy the call completion criteria listed above.

JUL 04 2003

PURSUANT TO 807 KAR 5:011  
SECTION 9(1)

Issued: June 4, 2003

Effective July 4, 2003  
BY Leslie O. Buford  
EXECUTIVE DIRECTOR

Leslie O. Buford, Tariff Administrator  
227 W. Monroe Street  
Chicago, IL 60606

SECTION 4 - END USER ACCESS SERVICES

4.6 Integrated Prime Service

Description

The Integrated PrimePath NBX service component is not available, either under this tariff section or through any TCG Contract Tariff or contract referencing this tariff section, to new or existing Customers who did not have it on order on or before May 27, 2004. Existing term plan Customers with contracts for Integrated PrimePath NBX in effect or on order prior to May 27, 2004 may continue under their existing terms and conditions and may move, add or change stations at their existing locations, but may not add new locations unless otherwise specified in their contracts. Customers with contracts that expired on or before May 27, 2004 will be placed on month-to-month tariff rates upon the effective date of this tariff, subject to the termination schedule stated below. Customers with contracts that expire after May 27, 2004 will be placed on month-to-month tariff rates upon the expiration of their existing contract, unless otherwise specified in the contract, subject to (and unless otherwise provided in) the termination schedule stated below. Integrated PrimePath NBX services will be terminated based on the schedule set forth below:

- 1) Customers with contracts that expired on or before May 27, 2004 will have two (2) years from May 27, 2004 to migrate to a different service, as their service will be terminated on that date.
- 2) Customers with contracts expiring in 2004 or 2005 will have two (2) years from contract expiration to migrate to a different service, as their service will be terminated on that date.
- 3) Customers with contracts expiring in 2006 will have one (1) year from contract expiration to migrate to a different service, as their service will be terminated on that date.
- 4) Customers with contracts expiring in 2007 or beyond must migrate to a different service on or before contract expiration, as their service will be terminated on contract expiration.

Early termination penalties will be waived for Integrated PrimePath NBX customers wishing to terminate their Integrated PrimePath NBX service and migrate to a different service prior to their contract expiration.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

MAY 27 2004

PURSUANT TO 807 KAR 5011  
SECTION 9 (1)

BY  EXECUTIVE DIRECTOR

Issued: April 27, 2004

Effective: May 27, 2004

Issued By: Leslie O. Buford, Tariff Administrator  
222 W. Adams Street  
Chicago, IL 60606

SECTION 4 - END USER ACCESS SERVICES

4.6 Integrated Prime Service

A) Description (Cont'd.)

Integrated PrimePath NBX is a central office-based analog communications Centrex service available to customers who do not wish to own and operate a PBX. Features and functions normally resident in the PBX are resident in the central office switch (DMS and 5ESS), and are subscribed to by the customer. Rather than purchasing DID/DOD trunks and numbers between the Local Serving Office (LSO) and a PBX, the customer subscribes to AT&T's CO-based service. The service provides direct inward dialing capability.

- 1) Customers subscribing to this service must have AT&T channelized SINA T1 or Frame Relay T1 with spare channels and M24 Multiplexing, and must have CPE Multiplexor equipment that provides voice trunk and/or channel signaling.
- 2) Channel Bank is not included with Integrated Prime Service.
  - a) For AT&T Integrated Prime Digital Trunks, The Customer's M24/Channel Bank must provide a T1 interface to the Customer's digital trunk interface in the PBX.
  - b) For AT&T Integrated PrimePath Trunks, Customer's M24/Channel Bank must provide DS-0 analog connections to an analog trunk card. The Local Network Service interface to the customer will be the SINA T1 or Frame Relay T1 interface.
  - c) For AT&T Integrated PrimePath Lines and AT&T Integrated PrimePath NBX analog lines, Customer's M24/Channel Bank must provide individual analog line side interface to each of the customer's station equipment such as single line telephone sets. The Local Network Service interface to the customer will be the SINA T1 or Frame Relay T1 interface.
- 3) Customers subscribing to this service are required to pay the monthly rate for service as specified whether or not all implemented features are activated at initial installation. A non-recurring charge will apply when a customer elects to activate any implemented or optional feature subsequent to initial installation. Optional features carry an additional monthly recurring charge and an additional initial installation fee.

A customer may elect to subscribe to Integrated Prime Service optional features at initial installation or subsequent to initial installation, ~~subject~~ to the applicable recurring and additional non-recurring charges.

JUL 04 2003

PURSUANT TO 807 KAR 5.011  
SECTION 9(1)

Issued: June 4, 2003

~~Effective July 4, 2003~~  
EXECUTIVE DIRECTOR

Leslie O. Buford, Tariff Administrator  
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Chicago, IL 60606

SECTION 4 - END USER ACCESS SERVICES

4.6 Integrated Prime Service (Cont'd.)

A) Description (Cont'd.)

- 4) If the service is terminated in whole or in part by the customer after initial installation, but prior to the completion of the service period, the customer shall be liable for the charges applicable for the remaining contract period. The formula for such charges is number of lines times number of months remaining times line rate.
- 5) If customer adds lines after initial installation during the time of the contract and these additional lines consist of less than or equal to 50% of the original order, the additional lines are contracted at the same rate as the initial lines, but the contract termination date shall be the original contracted date.
- 6) If customers adds lines after installation during the time of the contract and these additional lines in total consist of more than 50% of the original order, then a new contract must be executed with a new termination date and at the current tariffed rate for all lines.
- 7) Customers relocating within the same TCG metropolitan service area where Integrated Prime Service is available may continue on the same contract, subject to additional installation and service order charges.
- 8) Customers extending service beyond the contract period without a new contract will automatically renew on a month-to-month basis at the highest available line, feature and usage rates associated with Integrated Prime Service.
- 9) Standard line treatment options for blocking apply to all lines, as well as standard 4 digit dialing plans for internal Integrated Prime Service system calling.
- 10) Enhanced features are available for an additional charge as described for PrimePath, PrimePath NBX or Prime Digital Trunks services.

B) Features

All Standard, Implemented, Optional and Enhanced features available for use with PrimePath Service, PrimePath NBX Service, and Prime Digital Trunks are available for use with Integrated Prime Service, and at the rates and charges specified in this tariff.

JUL 04 2003

PURSUANT TO 807 KAR 5.011  
SECTION 9 (1)

Issued: June 4, 2003

Effective July 4, 2003  
BY EXECUTIVE DIRECTOR

Leslie O. Buford, Tariff Administrator  
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Chicago, IL 60606

SECTION 4 - END USER ACCESS SERVICES

4.6 Integrated Prime Service (Cont'd.)

4.6.1 Integrated Prime Service and Charges

A) Integrated PrimePath

- 1) Standard Line: Standard Lines are analog lines with the ability to originate and terminate voice telephone calls.

Rates, per line <u>Non-Recurring*</u>	Monthly Recurring		
	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
\$25.00	\$33.25	\$32.45	\$31.60

- 2) Key Lines: Key Lines are analog lines designed to be used with Customer provided key system equipment. Calling features are not available with Key Lines.

Rates, per line <u>Non-Recurring*</u>	Monthly Recurring		
	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
\$25.00	\$33.25	\$32.45	\$31.60

- 3) Business Trunks: Business Trunks are designed to handle high traffic volumes associated with connection to Customer-provided Private Branch Exchange (PBX) equipment.

	<u>Non- Recurring*</u>	Monthly Recurring		
		<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
Basic Trunk:				
DOD or Two-Way	\$25.00	\$33.25	\$32.45	\$31.60
DID or DID/DOD	\$25.00	\$57.20	\$55.85	\$54.50

Note: DID number block charges also apply. See PrimePath section.

4) Non-Recurring Charges

Service Order Charge -- per order \$40.00

\*Installation charges will be waived for customers adding service commissions (not applicable for moves) where service is available, when Customer signs a new contract with a minimum one year commitment, and selects AT&T or TCG as the primary carrier for Local and IntraLATA calling. If Customer terminates their Term Plan prior to expiration they will be billed the appropriate installation charge.

PURSUANT TO 807 KAR 5:011  
SECTION 9(1)

Issued: June 4, 2003

Effective June 4, 2003  
EXECUTIVE DIRECTOR

Leslie O. Buford, Tariff Administrator  
227 W. Monroe Street  
Chicago, IL 60606

SECTION 4 - END USER ACCESS SERVICES

4.6 Integrated Prime Service (Cont'd.)

4.6.1 Integrated Prime Service and Charges

B) Integrated PrimePath NBX Analog Lines

1) Line Charges

Per Line	<u>Monthly Recurring</u>				
<u>Non- Recurring</u>	Mo. To Mo.	1 Year	2 Year	3 Year	T
\$25.00	\$22.00 (N)	\$18.85	\$17.20	\$15.95	

2) Non-Recurring Charges

Installation -- per line					N
-Month to Month				\$200.00	N
Installation -- per line				\$25.00	T
Service Order Charge -- per order				\$40.00	

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

MAY 27 2004

PURSUANT TO 807 KAR 5011  
SECTION 9(1)

BY  EXECUTIVE DIRECTOR

Issued: April 27, 2004

Effective: May 27, 2004

Issued By: Leslie O. Buford, Tariff Administrator  
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SECTION 4 - END USER ACCESS SERVICES

4.6 Integrated Prime Service (Cont'd.)

4.6.2 Integrated Prime Service and Charges

C) Integrated Prime Digital Trunk

1) DOD, Two-Way Trunks

<u>Non-Recurring Installation per DSO Channel*</u>	Monthly Recurring per DSO Channel		
	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
\$45.00	\$33.25	\$32.45	\$31.60

2) DID, DID/DOD Trunks

<u>Non-Recurring Installation per DSO Channel*</u>	Monthly Recurring per DSO Channel		
	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
\$45.00	\$57.20	\$55.85	\$54.50

Note: DID number block charges also apply. See PrimePath section.

3) Non-Recurring Charges

Service Order Charge -- per order \$40.00

\*Installation charges will be waived for customers adding new locations (not applicable for moves) where service is available, when the customer signs a new contract with a minimum one year commitment, and selects TCG, or a subsidiary or affiliate of TCG, as the primary carrier for Local and IntraLATA calling. If Customer terminates their Term Plan prior to expiration they will be billed the appropriate installation charge.

PURSUANT TO 807 KAR 5.011  
SECTION 9(1)

Issued: June 4, 2003

Effective: July 4, 2003  
BY EXECUTIVE DIRECTOR

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SECTION 4 - END USER ACCESS SERVICES

4.7 Prime on Integrated Network Connection Service (Prime on INCS)

4.7.1 General

Prime On INCS provides one of the following services: PrimeXpress, PrimePlex, PrimePath Lines, or Prime Digital Trunks over an INCS access arrangement. Each individual Customer location must be in an area where AT&T has the necessary facilities.

4.7.2 Provisioning

The INCS access arrangement will connect to the Customer's premises via a T1 line. Customer must provide compatible customer premise equipment, (CPE), and interfaces to support the Local voice line and trunk applications.

4.7.3 Types of Service

Types of service delivery of INCS with the Prime services are as follows:

PrimeXpress - delivers as 24 (twenty four) voice grade digital channels.

PrimePlex- delivers current functionality, excluding the delivery of Switched Digital Service with 64KBPS End-To-End through the network.

Prime Digital Trunks- Delivered as 5-23 voice grade digital channels. If 24 digital channels are required, a DS-1 Digital facility must be used. C

PrimePath Lines- Delivers switched local exchange service for customers with 5-24 analog DSO PrimePath Line needs. C

4.7.4 Features

All standard requirements, capabilities and feature functionality that are available for use with PrimePath, PrimePlex, and PrimeXpress Services, and Prime Digital Trunks are available for use with Prime On INCS at the rates and charges specified in this tariff.

4.7.5 Application of Rates

Prime On INCS rates consist of a non-recurring and monthly recurring charge. All voice services delivered over INCS are billed separately.

Prime On INCS is available on a 1, 2 or 3-year term commitment as described in the Rates section.

Issued: April 28, 2006

Leslie O. Buford, Tariff Administrator  
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PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
5/15/2006  
PURSUANT TO 807 KAR 5:011  
Effective: May 15, 2006  
SECTION 9 (1)

By   
Executive Director



SECTION 4 - END USER ACCESS SERVICES

4.7 Prime on Integrated Network Connection Service (Prime on INCS)

4.7.6 Rates

PrimeXpress on INCS

Non-Recurring Charge \$1200.00

Change Order Charge \$50.00

		<u>Month to Month</u>	<u>Monthly Charges</u>		
			1 Year	2 Year	3 Year
DOD		N/A	\$615	\$600	\$580
Combo		N/A	\$615	\$600	\$580
DID/DOD		N/A	\$855	\$835	\$810
DID		N/A	\$855	\$835	\$810

PrimePlex on INCS

Non-Recurring Charge \$1100.00

Change Order Charge \$50.00

		<u>Month to Month</u>	<u>Monthly Charges</u>		
			1 Year	2 Year	3 Year
Voice	23B+D	N/A	\$915	\$810	\$785
	24B	N/A	\$915	\$810	\$785
	23B+Backup D	N/A	\$915	\$810	\$785
Data	23B+D	N/A	N/A	N/A	N/A
	24B	N/A	N/A	N/A	N/A
	23B+Backup D	N/A	N/A	N/A	N/A

Prime Digital Trunks on INCS

Non-Recurring Charge \$25.00

Change Order Charge \$50.00

	<u>Monthly Charges</u>		
	1 Year	2 Year	3 Year
DOD, Two-Way Trunks	\$33.25	\$32.45	\$31.60
DID, DID/DOD Trunks	\$57.20	\$55.85	\$54.50

DID Number Blocks

First 20 \$3.05

Additional 10 \$1.55

Non-Recurring Charge applies when the feature is added to the service.

Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects TCG as the primary carrier for Local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration they will be billed the appropriate installation charge.

Material on this page formerly appeared on Page 80.10.

Material previously found on this page is now on Page 80.87.

Issued: AUGUST 31, 2005

Effect 5, 2005

Leslie O. Buford, Tariff Administrator  
227 W. Monroe Street  
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By  Executive Director

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
9/15/2005  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

SECTION 4 - END USER ACCESS SERVICES

4.7 Prime on Integrated Network Connection Service (Prime on INCS)

4.7.6 Rates

5) PrimePath on INCS

Non-Recurring Installation\* \$25.00  
Change Order Charge \$50.00

Business Lines	<u>Monthly Recurring Charge</u>		
	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
	\$ 33.25	\$ 32.45	\$ 31.60

\*Installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves) where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects AT&T or TCG, or a subsidiary or affiliate of TCG, as the primary carrier for Local and IntraLATA calling. If Customer terminates their Term Plan prior to expiration they will be billed the appropriate installation charge.

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PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
9/15/2005  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

Issued: AUGUST 31, 2005

Effective: SEPTEMBER 15, 2005

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SECTION 4- END USER NETWORK ACCESS SERVICES

4.8 Alternate Enhanced Redirect Solution (AERS)

4.8.1 General

Alternate Enhanced Redirect Solution will provide customers the ability to redirect incoming telephone numbers in the event their primary location is unavailable. AERS also provides the additional capability to redirect incoming traffic to a predefined redirect option within two minutes of completing the control call. Customers will be able to define and control how to route critical calls in the event of an emergency.

AERS provides the capability for the customer to predefine redirect telephone numbers for each incoming telephone number at their location. Calls can be redirected to any ten-digit North American Number Plan (NANP) telephone including toll-free numbers. The customer controls when to invoke and when to restore AERS via a telephone number or control activation number. However, the customer cannot revise the predefined redirect options without a service order.

The customer can create up to nine options including eight redirect options for each Customer Group. A Customer Group is a list of incoming telephone numbers and the customer can have up to 20 Customer Groups per customer location dependent on the total number of telephone numbers being redirected.

When a redirect option is invoked, all incoming telephone numbers within the Customer Group will be redirected to their respective numbers. Customers must use service orders to update Customer Group telephone numbers or redirect options within the Customer Group.

The location that receives the redirected calls must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with the exchange or toll service. In the event that there is interference with exchange or toll service, TCG reserves the right to disconnect any redirect option immediately.

The customer controlled redirect option is available for business lines and trunks as well as incoming telephone numbers to a PBX or other CPE.

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PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
03/02/2005  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

Issued: 01/31/05

Effective: 03/02/05

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Chicago, IL 60606

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Executive Director

SECTION 4- END USER NETWORK ACCESS SERVICES

4.8 Alternate Enhanced Redirect Solution (AERS) (Cont'd)

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4.8.1 General (Cont'd)

AERS calls must be redirected to a customer designated location or telephone number, an Interexchange carrier's point of presence, a voice mail system, an announcement, or an auto attendant system. A redirected telephone number cannot be used to trigger a call to be redirected to another redirecting telephone number.

It is the responsibility of the customer to obtain, when appropriate, any necessary permission of the party to whom the calls will be redirected. TCG assumes no liability to the customer for the redirecting of calls.

AERS is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, TCG reserves the right to disconnect the service immediately and bill all appropriate toll charges.

Charges for the call between customer numbers equipped with redirection and the number to which the calls are redirected are the responsibility of the customer. The customer will be billed on a usage per call/minutes of use (MOU) basis or flat rates based on MOU.

N

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
03/02/2005  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

Issued: 01/31/05

Effective: 03/02/05

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By   
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SECTION 4- END USER NETWORK ACCESS SERVICES

4.8 Alternate Enhanced Redirect Solution (AERS) (Cont'd)

4.8.2 Limitations

- A. AERS supports redirection of incoming call traffic only. It does not provide an alternate means for outbound calling in the event there is a failure in the local loop. In addition, AERS will not protect against failures in the local serving office.
- B. Due to technical limitations, AERS cannot redirect calls that are placed within internal company private network.

Example: An AERS customer whose incoming Telephone Numbers (ITNs) are part of a private network could have calls from outside parties sent to the Redirected Telephone Number (RTN) for that ITN, but calls from other stations on the customer's private network (i.e. an employee in another office) would continue to be completed to the ITN.

Calls to ITNs that have been subscribed to a Terminating Switched Access Arrangement or Access Value Arrangement cannot be redirected under AERS. Additionally, AERS may not be able to redirect calls in cases where the ITN is subject to authorization/account codes, Toll Deny, or similar dialing limitations for the origination of calls.

- C. Each AERS Customer Group must be maintained for a minimum of twelve (12) full months of billing. In the event that an AERS Customer Group is terminated for any reason before completing a full twelve (12) months of billing, a Disconnect Charge as stated in the RATE section shall be applied for each such terminated Customer Group.

Issued: 01/31/05

Leslie O. Buford, Tariff Administrator  
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PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
03/02/2005  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

Effective: 03/02/05

Executive Director

SECTION 4- END USER NETWORK ACCESS SERVICES

4.8 Alternate Enhanced Redirect Solution (AERS)

4.8.3 Rates

	Non Recurring Charge	Monthly Recurring Charge
Customer Group Option	\$ 750.00	
-per 10 telephone numbers		\$ 50.00
-per telephone number over 10		\$ 5.00
Customer Group, per telephone number	\$ 15.00	
Control Numbers, per control number (minimum of 2)	\$ 25.00	\$ 12.50
Redirect Option, Customer Groups 3-9		
-per option in Customer Group		\$ 80.00
Redirect Change Charge	\$ 50.00	
Change Charge Other	\$ 50.00	
Change Pin Code Charge	\$ 50.00	
Customer Group Change Charge	\$ 170.00	
Customer Group Change Charge -per telephone number	\$ 0.00	
Disconnect Charge	\$1,000.00	

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
03/02/2005  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

Issued: 01/31/05

Effective: 03/02/05

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SECTION 5 - SUPPLEMENTAL SERVICES

5.1 Custom Calling Service

5.1.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

5.1.2 Description of Features

Three Way Calling/Call Hold

The Three Way Calling feature allows a Customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a Customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the Customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding - Busy automatically reroutes an incoming call to a Customer predesignated number when the called number is busy.

Call Forwarding - Don't Answer automatically reroutes call.

Call Forwarding - Variable allows the Customer to choose to reroute incoming calls to another specified telephone number. The Customer must activate and deactivate this feature.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION  
Effective: November 1, 1999

Issued: October 1, 1999

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**SECTION 5 - SUPPLEMENTAL SERVICES**

**5.1 Custom Calling Service (Cont'd.)**

**5.1.2 Description of Features (Cont'd.)**

**Call Waiting/Cancel Call Waiting**

Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

**Speed Calling**

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

**5.1.3 Rates and Charges**

Custom Calling Service is currently only offered in conjunction with Business Line Service. Rates for the combined services are listed in Section 4.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)  
BY: Stephan O. Bell  
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SECTION 5 - SUPPLEMENTAL SERVICES

5.2 Directory Assistance Service

This Section applies to Directory Assistance Service furnished in Kentucky by the Company within the Number Plan Area (NPA) served by the Customer. It does not apply to directory assistance calls for points outside the NPA in which the caller is located. The Number Plan Area is defined as 606 area code.

Customers and Users of the Company's End User Network Access Services may obtain directory assistance in determining telephone numbers within the NPA in which they subscribe to such service by calling the Directory Assistance operator. A maximum of two (2) requested telephone numbers will be provided for each Local Directory Assistance Call. In addition to the Local Directory Assistance Service Charge, a surcharge will apply when a Customer bills the Local Directory Assistance Call to a Calling Card or to a third party or requests operator assistance to place a call to Local Directory Assistance.

(N)  
|  
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5.2.1 Rates

Directory Assistance charges apply for all requests for which the Company's facilities are used. Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

Rate Element	Recurring Rate
Directory Assistance	\$1.25 per number requested

A Directory Assistance call charged to a calling card or commercial calling card or to a third number will be billed the appropriate operator charge, plus the charge for Directory Assistance.

No charge applies for:

- (1) Calls for Directory Assistance originating from coin telephones.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
12/24/2004  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

Issued: November 24, 2004

Effective: December 24, 2004

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By   
Executive Director

**SECTION 5 - SUPPLEMENTAL SERVICES****5.2 Directory Assistance Service (Cont'd.)****5.2.1 Directory Assistance Service - Rates (Cont'd.)**

A credit will be given for calls to Directory Assistance when:

- (1) The Customer experiences poor transmission or is cut-off during the call, the Customer is given an incorrect telephone number, or the Customer inadvertently misdials.
- (2) To receive a credit, the Customer must notify the Company operator or Business Office of the problem experienced.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)

BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

SECTION 5 - SUPPLEMENTAL SERVICES

5.3 Directory Listings

5.3.1 General

- A) Directory Listing regulations and charges specified herein apply to listings in the regular alphabetical list of names of Customers.
- B) A listing in the alphabetical section of an appropriate directory is provided without extra charge to each Customer (or each main station of a service station company) subscribing to local telephone exchange service.
- C) Listings are intended primarily for the purpose of identification and are limited to information which is essential to such identification. Directories are furnished only as an aid to the use of the telephone service facilities and the Company reserves the right to refuse to insert any listing in its directories which does not facilitate directory service.
- D) The length of any listing is limited to one line by the use of abbreviations when the clearness of the listing and the identification of the Customer are not impaired thereby. When more than one line is required to properly list the Customer, no additional charge is made.
- E) The Company does not list in the alphabetical section of the telephone directory any name unless it is registered, if and as required by law, and, in any event, unless the Customer is actually engaged in a business or in a profession under that name or is generally known by that name. It likewise does not so list any name which is likely to mislead or deceive the public as to the identity of the Customer, or which is inserted for advertising purposes, or which is more elaborate than is reasonably necessary to identify of the Customer. The company will withdraw any listing which is found to violate the above rule.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)

BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

**SECTION 5 - SUPPLEMENTAL SERVICES**

**5.3 Directory Listings (Cont'd.)**

**5.3.2 Business Service Listings**

- A) Subject to the regulations in this tariff, concerning the use of assumed names, a listing must be the actual name of the individual, partnership, association, corporation, or other organization to whom service is furnished, or the name of a member, officer, employee or representative thereof, or the name of another business which the Customer represents, controls or owns. Listings other than those specified herein are available only in connection with Joint User Service or as Alternate Call Number Listings.
- B) The listing of a service or commodity or of a trade name of either, such as "Coal, 676 Kentucky, 635-3560" is not permitted in the alphabetical section of a directory, but such service or commodity may be a part of the name listed if the latter is validly adopted and actually used by the Customer.
- C) When a Customer is engaged in more than one line of business, only the business by which he is best known will ordinarily be included in the business designation.
- D) Double name listings or the use of titles such as "Pres." , "V-Pres." , "Mgr". etc., as for example, "Garfield Table Supply Co. Walburn Jones, Manager 453-4441" are not permitted.
- E) Listings of telephones in churches will not include in the same listing the name of the church and also that of its pastor or of organizations or societies associated therewith.
- F) A caption listing with indented listings each with its own telephone service different from the main service (or where there is no main service listing) may be provided for names of department, titles, individuals, etc. only if necessary for the efficient use of the service. In such cases no additional charge applies for the caption listing. Unregulated extra listing service charges apply for the indented listings which are provided for service subscribed for by the same Customer at the same address. Indented listings which do not materially add to the information contained in the caption or which merely advertise the extent of the Customer business are not permitted. In connection with PBX systems equipped with inward dialing the direct inward number for individuals, service departments, etc., may also be listed under the caption listing for the main service with extra listing charges applicable for the indented listings.

NOV 01 1999

Issued: October 1, 1999

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PURSUANT TO 807 KAR 50.11,  
SECTION 9 (1)  
Effective November 1, 1999  
SECRETARY OF THE COMMISSION

SECTION 5 SUPPLEMENTAL SERVICES

5.3 Directory Listings (Cont'd.)

5.3.2 Business Service Listings (Cont'd.)

- G) Customers having telephone service at business rates at their residence addresses may be given "ofc & r" or "ofc & res" as a designation.
- H) When a Customer contracts for more than one individual line at the same location, telephone numbers with "trunk hunting" will be assigned to such lines whenever possible. In such cases only one listing is provided without additional charge. If it should be necessary to provide lines without trunk hunting, a listing is allowed without additional charge to indicate the first line number of each separate, ungrouped line. This listing must be in the same name as the main listing, or else a supplementing alternate type listing such as "If line busy, call..."

5.3.3 Private Branch Exchange Listings

Private Exchange listings for service installed at business locations are furnished under the regulations specified herein for business and residence listings, except that, in connection with message rate service at hotels and apartment houses, unregulated Extra Listings at regular charges are available to any permanent guest or tenant residing in the hotel or apartment house.

5.3.4 Rates and Charges

Each End User Network Access Service provides for a single directory listing, at no charge, of the Company station number which is designated as the Customer's main billing number. The Company will provide each End User Network Access service Customer annually at no charge one copy of a printed directory listing all telephone service subscribers (except for unlisted and unpublished numbers) within the Customer's local calling area.

Directory Listings Charges

	Non-Recurring Installation/Change Charge Per Change	Monthly Charge
Main Listing	No Charge	No Charge
Additional Listing		\$1.80
Non-Published Listing	\$8.00	\$1.80
Non-Listed Listing	\$8.00	\$1.80

Certain material previously found on this page is now on Sheet 87.11

Issued: November 24, 2004

Effective: December 24, 2004

Leslie O. Buford, Tariff Adminis  
227 W. Monroe Street, Chicago, By

Executive Director

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
12/24/2004  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

SECTION 5 SUPPLEMENTAL SERVICES

5.3 Directory Listings (Cont'd.)  
5.3.2 Business Service Listings (Cont'd.)

5.3.5 Directory Errors or Omissions

The Company's liability arising from errors in or omissions of directory listings shall be limited to and satisfied by a refund not exceeding the amount of the charges for such of Customers service as is affected during the period covered by the directory in which the error or omission occurs.

The Company, in accepting listings as prescribed by applicants or Customers, will not assume responsibility for the result of the publication of such listings in its directories, nor will the Company be a party to controversies arising between Customers or others as a result of such publication. Intercept services for numbers improperly listed will be provided until the listing has been corrected.

Material on this page formerly appeared on Sheet 87.

Issued: November 24, 2004

Effective: December 24, 2004

Leslie O. Buford, Tariff Administrator  
227 W. Monroe Street, Chicago, IL

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
12/24/2004  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

Executive Director

**SECTION 5 - SUPPLEMENTAL SERVICES**

**5.4 Local Operator Service**

**A) Operator Station Service Charge**

An Operator Station service charge applies when calls are completed with the assistance of a Company operator, except as specified, for Customer-Dialed Calling Card Station, Person-to-Person and Billed to Third Party classes of service.

**B) Customer Dialed Calling Card Station**

Customer-Dialed Calling Card Station charges apply when calls are originated and billed as specified below. Customer-Dialed Calling Card Station charges do not apply when: (1) the Customer dials the appropriate Company access code and does not enter the called number prior to the call timing out and being transferred to a live Company operator or the automated operator system; or (2) the Customer dials a Company designated number for completion of Customer-Dialed Calling Card Calls, but fails to respond to system prompts and must be transferred to a Company operator.

**1) Customer Dialed/Automated**

The Customer dials the appropriate Company access code plus the desired telephone number and completes the call without the assistance of a live Company operator or the automated operator system (except in the case of calls made from a rotary phone) and the call is billed to a Calling Card, or

**2) Customer Dialed & Operator Assisted**

The Customer dials the appropriate Company access code plus the telephone number desired but uses Company operator assistance that is limited to recording the Calling Card number for billing purposes, or

**3) Customer Dialed - Operator Must Assist**

The Customer dials the appropriate Company access code and (1) the local exchange Operator Services equipment capability precludes the Customer from completing the call without the assistance of a Company Operator and the call is billed to the Customer's Calling Card, or (2) the Customer's Calling Card number, when input, is not the accepted length to be automatically validated and requires operator intervention.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

Issued: October 1, 1999

BY: Stephan D. Bell Effective: November 1, 1999

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SECTION 5 - SUPPLEMENTAL SERVICES

5.4 Local Operator Service (Cont'd.)

C) Person-to-Person

Person-to-Person charges apply where the person originating the call specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant.

After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

D) Billed to Third Party

Billed to Third party charges apply when the person originating the call specifies to the operator that the call will be billed under an arrangement by which the call will be charged to an authorized station other than the station originating the call or the station where the call is terminated.

E) Operator Assistance Local Usage Rates

Operator Assistance Local Usage rates apply to Operator-handled local calls. Calls are billed in one-minute increments, with an initial billing period of one minute.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)

BY: Stephan Bess

SECRETARY OF THE COMMISSION  
Effective: November 1, 1999

Issued: October 1, 1999

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SECTION 5 - SUPPLEMENTAL SERVICES

5.4 Local Operator Service (Cont'd.)

F) Rates

Operator Station	\$ 1.25 per call
Customer Dialed Calling Card Station	\$ 0.50 per call
Person-to-Person	\$ 3.00 per call
Billed to Third Party	\$ 1.33 per call
Operator Assistance Local Usage Charges	\$ 0.08 per min.

PUBLIC SERVICE COMMISSION  
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NOV 01 1999

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SECTION 9 (1)

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

**SECTION 5 - SUPPLEMENTAL SERVICES**

**5.5 Blocking Service**

**5.5.1 Description**

Blocking service is a feature that permits Customers to restrict access from their telephone line to various discretionary services. The following blocking options are available:

- A) 900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e., 900-XXX-XXXX) from being placed.
- B) 900, 971, 974 & 700 Blocking - allows the subscriber to block all calls beginning with the 900, 971, 974 and 700 prefixes from being placed.
- C) Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- D) Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any Customer-dialed call that has a long distance charge associated with it. Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 800 (Toll Free), and operator assisted toll calls.
- E) Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business Customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.
- F) International Call Blocking - allows the subscriber to deny access to all outbound international calls beginning with the "011" dialing prefix.
- G) Caller ID Blocking - allows customers to block their outgoing phone number to called parties subscribing to Caller ID services. Per call blocking and per call unblocking enable a customer to control the disclosure of his or her name and telephone number to a subscriber of Caller ID by temporarily changing the public or private status indicator of the telephone number. Per Line Blocking provides a permanent private indicator on a customer's line. Once per line blocking is established the private status can be changed by the customer only on individual calls by using per call unblocking. Customers may selectively block their phone numbers (Per Call Blocking) by dialing \*67 (1167 on rotary phones) prior to placing calls. Customers who have subscribed to Per Line Blocking may temporarily transmit their phone number by dialing \*82 (1182 on rotary phones) prior to placing calls. Caller ID blocking services do not work when dialing 800/888, 900 services and 9-1-1. Law enforcement and domestic violence programs shall always be offered per line blocking at no charge.

NOV 01 1999

Issued: October 1, 1999

Effective: November 1, 1999  
PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
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SECTION 5 - SUPPLEMENTAL SERVICES

**5.5 Blocking Service (Cont'd.)**

**5.5.2 Regulations**

Blocking Service is available where equipment and facilities permit.

**5.5.3 Rates and Charges**

There is no initial charge for TCG Blocking services. Subsequent customer initiated changes to blocking options will be assessed a nonrecurring charge of \$8.00 per service order change. Caller ID options may be changed once without charge after the initial service has been established. Changes thereafter will be assessed the \$8.00 nonrecurring charge.

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**SECTION 5 - SUPPLEMENTAL SERVICES****5.6 Busy Verification and Interrupt Service****5.6.1 General**

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

**5.6.2 Rate Application**

A) A Verification Charge will apply when:

- 1) The operator verifies that the line is busy with a call in progress, or
- 2) The operator verifies that the line is available for incoming calls.

B) Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the Customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

C) No charge will apply when the calling party advises that the call is from an official public emergency agency.

**5.6.3 Rates**

Verification Charge, each request:	\$ 1.50
Interrupt Charge, each request:	\$ 1.50

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SECTION 5 - SUPPLEMENTAL SERVICES**5.7 Customer Requested Service Suspensions**

- 5.7.1 At the request of the Customer the Company will suspend incoming and outgoing service on the Customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the Customer's request the Company will provide the Customer with an intercept recording referring callers to another number.
- 5.7.2 The company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

## Period of Suspension Charge

- First Month or Partial Month
- Each Add'l. Month (one year limit)

Regular Monthly Rate (no reduction)

1/2 Regular Monthly Rate

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NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

James R. Le Maire  
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Effective: November 1, 1999

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**5.8 Connection Charges**

**5.8.1 Restoral Charge**

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section 3 of this Tariff.

Per reconnection: \$ 40.00

**5.8.2 Moves, Adds and Changes**

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The Customer will be assessed a charge for any move, add or change of a Company service.

Move, Add and Change are defined as follows:

**Move:** The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

**Add:** The addition of a vertical service to existing equipment and/or service at one location.

**Change:** Change - including rearrangement or reclassification - of existing service at the same location.

	Move	Add	Change
Per request:	\$40.00	\$40.00	\$40.00

Changes to a billing name or address will be assessed the following nonrecurring charge:

Per request: \$20.50

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NOV 01 1999

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

Effective: November 1, 1999

Issued: October 1, 1999

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**SECTION 5 - SUPPLEMENTAL SERVICES**

**5.9 Charges Associated with Premises Visit**

**5.9.1 Terms and Conditions**

The Customer may ask for an estimate or a firm bid before requesting a Company technician to visit the Customers' premises. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time (measured in 1/2 hour increments) and materials charges incurred. When a firm bid is provided at Customer request, the charge to be billed is the amount quoted to the Customer for the work requested. Special Construction charges are identified in Section 3 of this tariff.

Per Premises Visit (1/2 hr.): \$75.00

**5.9.2 Added Labor Charge**

**A) Description**

In situations where a PrimeXpress or PrimePlex PRI Customer reports a trouble to the Company for clearance and is subsequently informed that no reported trouble has been found in the Company's facilities, the Customer shall be responsible for payment of an Added Labor Charge if the Customer still requests the dispatch of Company personnel to the Customer's site. An Added Labor Charge will be applied as shown below for the period of time from when Company personnel are dispatched to the Customer's premises to when the work is completed.

No charges will apply if the reported trouble is found to be in Company facilities. Failure of Company personnel to detect the reported trouble in Company facilities will result in no charge to the Customer if the reported trouble is discovered in the Company facilities at a later date.

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5.9 Charges Associated with Premises Visit (Cont'd.)

5.9.2 Added Labor Charge (Cont'd.)

B) Rate Regulations

Rates are applied in the 6-minute increments. Customers will be charged a minimum charge based on the Minimum Hours shown below. Fractions of 6-minute increments will be rounded up to the next whole 6-minute increment.

Business hours are defined as 8:00 am up to but not including 6:00 pm, Monday through Friday (non-holiday). Non-business hours are defined as 6:00 pm up to but not including 8:00 am, Monday through Friday and all day Saturday and Sunday.

Non-business hour rates will apply to the following holidays: New Year's Day (January 1), Independence Day (July 4), Labor Day, Thanksgiving Day, and Christmas Day (December 25), and on legal holidays when New Year's, Independence, or Christmas Day holidays fall on dates other than January 1, July 4, or December 25 respectively.

C) Rates

\$30.00 per 6-minute increment

D) Minimum Hours

Business Hours:	1 Hour
Non-Business Hours:	4 Hours

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SECTION 5 SUPPLEMENTAL SERVICES5.10 Telecommunications Relay Service (TRS) and Telecommunications  
Access Program (TAP)

(N)

Monthly maintenance surcharges will be assessed on all business local exchange access lines or other arrangements to recover the costs associated with the provision and operation of the Telecommunications Relay Service (TRS) and Telecommunications Access Program (TAP). The rates charged will be the rates authorized by the Kentucky Public Service Commission.

(N)

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Issued: August 29, 2006

Effective: September 13, 2006

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227 W. Monroe Street  
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**SECTION 6 -- INTERIM NUMBER PORTABILITY SERVICE**

**6.1 General**

Interim Number Portability Service applies to an interconnection arrangement between the Company and the Connecting Company. This service enables the Connecting Company to provide basic local exchange service within the State of Kentucky to a given Customer(s) that wishes to retain their telephone number(s), assigned by the Company.

**6.2 Service Description**

Interim Number Portability is provided through Remote Call Forwarding (RCF). RCF is a service which permits incoming dialed calls to a telephone number, assigned to the Company, to be forwarded to a Connecting Company end office, utilizing a call forwarding of the Company's end office switch.

**6.3 Rules and Regulations**

- A) Interim Number Portability and facilities will only be provided, where technically feasible, subject to the availability of facilities and may only be furnished from properly equipped central offices. Interim Number Portability services and facilities are not offered for the Company's Coin Telephone service.
- B) When the exchange service offering(s) associated with Interim Number Portability services are provisioned using remote switch(es), Interim Number Portability service is available from host central offices.
- C) General regulations as depicted in this tariff, such as payments, deposits, adjustments, etc., apply to Interim Number Portability services as appropriate.

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EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)  
BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

Effective: November 1, 1999

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**SECTION 6 -- INTERIM NUMBER PORTABILITY SERVICE**

**6.4 Responsibility of the Connecting Company**

- A) The Connecting Company shall exchange technical descriptions and forecasts of their traffic requirements in sufficient detail necessary to engineer, install, maintain, and administer the facilities subject to this arrangement.
- B) The Connecting Company is solely responsible to obtain authorization from the end-user for the handling of the disconnection of the end-user's service with the Company, the provision of service by the Connecting Company and the provision of Interim Number Portability services. Should a dispute or discrepancy arise regarding the authority of the Connecting Company to act on behalf of the end-user, the Connecting Company is responsible for providing written evidence of its authority
- C) The Connecting Company is responsible for coordinating the provisioning of the service with the Company to assure that its switch is capable of accepting Interim Number Portability ported traffic.
- D) The Connecting Company is solely responsible to provide equipment and facilities that are compatible with the Company's service parameters, interfaces, equipment and facilities. The Connecting Company is required to provide sufficient terminating facilities and services at the terminating end of a Interim Number Portability call to adequately handle all traffic to that location and is solely responsible to ensure that its facilities, equipment and services do not interfere with or impair any facility, equipment or service of the Company or any of its end-users.
- E) The Connecting Company is responsible for providing an appropriate intercept announcement service for any telephone number subscribed to Interim Number Portability services for which it is not presently providing local exchange service.
- F) Where the Connecting Company chooses to disconnect or terminate any Interim Number Portability service, it is responsible for designating the preferred type of announcement to be provided by the Company at appropriate unregulated intercept rates, if applicable.
- G) The Connecting Company is responsible for designating to the Company at the time of its initial service request for Interim Number Portability services one of the following options with respect to Credit Card, Collect, third party, and other operator handled calls from or to Interim Number Portability assigned telephone numbers: (1) the Connecting Company may request that the Company block all such calls; (2) the Connecting Company may accept billing from the Company for such calls; or (3) the Connecting Company may negotiate a separate agreement with the Company establishing the call handling, processing, billing and collection responsibilities of the parties.

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

Issued: October 1, 1999

James R. Le Maire  
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Effective November 1, 1999  
SECRETARY OF THE COMMISSION

**SECTION 6 -- INTERIM NUMBER PORTABILITY SERVICE**

**6.5 Responsibility of the Company**

The Company will make available notes and other information necessary describing the interoffice transmission and signaling procedures standard to the Company's network.

**6.6 Rates and Charges**

Each number ported to the Connecting Company will be charged as follows:

Non-Recurring:	\$13.20
Monthly Recurring:	\$ 3.40 per number, regardless of paths

No other charges will apply, except for collect, third party, or other operator-assisted calls to the remote telephone number, the Connecting Company is responsible for the payment of charges if the party at the number to which calls are forwarded accepts such calls.

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**SECTION 7 – UNIVERSAL EMERGENCY NUMBER SERVICE (911)**

**7.1 General**

- 7.1.1 This tariff provides for Universal Emergency Number Service (911 Service ) an arrangement of Company Central Office and trunking facilities whereby any user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. The telephone user who dials the 911 number will not be charged for the call.
- 7.1.2 Universal Emergency Number Service (911), is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the Customer may receive telephone calls dialed to the telephone number 911, from service users within a 911 service district.
- 7.1.3 The county is the agency that is empowered to establish an emergency telephone district or a 911 service district. The county, upon adoption of the resolution, must act on behalf of the public agencies located within the 911 service district.
- 7.1.4 Two types of 911 service are offered: Basic 911 (911) and Enhanced 911 Service (E911).
- a) Basic 911 Service: provides for routing all 911 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a single PSAP equipped to receive those calls.
  - b) Enhanced 911 Service provides additional features: such as selective routing of 911 calls to a specific PSAP which is selected from the various PSAPs serving Customers within that central office area; E911 trunks; Automatic Number Identification and PSAP Data Base Establishment and Update Service.
- 7.1.5 The 911 calling party waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, address and name associated with the originating access line location are furnished to the PSAP.

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EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 50.11,  
SECTION 9(1)  
BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

Effective: November 1, 1999

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**SECTION 7 -- UNIVERSAL EMERGENCY NUMBER SERVICE (911)**

**7.2 Definitions**

Automatic Location Identification (ALI)- an E911 feature that provides the name or address or both associated with the calling party's telephone number (identified by ANI as defined below) to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premise extensions, etc.) are identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI) - provides for the telephone number of the calling party to be forwarded to the PSAP.

911 Trunks - trunks between a serving central office and a PSAP or between two central offices, except where one of the central offices is a remote unit. In instances where one of the central offices is a remote unit, nonrecurring charges and monthly do not apply to that segment of the 911 trunk.

Emergency Service Number (ESN) - an ESN is a Selective Routing (SR) code assigned to each telephone number in an exchange where SR is provided to route E911 calls to an appropriate PSAP. The ESN defines the set of emergency services (e.g., police, fire, PSAP and medical) within a particular serving area. An ESN is associated with a primary possibly one or more secondary PSAPs.

Emergency Telephone Service Charge - a charge for the network start-up costs, custom notification costs, billing costs including an allowance for uncollectibles and network nonrecurring and recurring installation, maintenance, service, and equipment network charges of the Company providing 911 service.

911 Service Area - the geographic area in which the Customer will respond to all 911 calls and dispatch appropriate emergency assistance.

PSAP Data Base Establishment and Update Service - provides the PSAP with the initial list, as well as periodic updates of Customer names, telephone numbers and addresses for ALI.

Public Safety Answering Point (PSAP) - a communications facility operated or answered on a 24-hour basis, assigned responsibility by a public agency or county to receive 911 calls and, as appropriate, to directly dispatch emergency response services, or to transfer or relay emergency 911 calls to other public safety agencies. It is the first point of reception by a public safety agency of a 911 call, and serves the jurisdictions in which it is located and other participating jurisdictions, if any.

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NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan B. Bell

SECRETARY OF THE COMMISSION  
Effective: November 1, 1999

Issued: October 1, 1999

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**SECTION 7 -- UNIVERSAL EMERGENCY NUMBER SERVICE (911)**

**7.2 Definitions (Cont'd.)**

Service Supplier - any provider of regulated telephone service to service user in the state.

Serving Central Office - central office from which a PSAP, either primary or secondary, is served.

Universal Emergency Number Service - a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the Customer may receive telephone calls dialed to the telephone number 911. The 911 Service includes lines and equipment necessary for transferring and dispatching public emergency telephone calls originated by persons within the telephone central offices areas arranged for 911 calling.

Universal Emergency Number Service Customer (Customer) - the governing body shall be designated as the Customer that is legally authorized to subscribe to service and have public safety responsibility by law to respond to telephone calls from the public or emergency police, fire or other emergency services within the telephone central office area arranged for 911 calling. A Customer or group of Customers may authorize an agent to subscribe to the service, but the agent is not the Customer.

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**SECTION 7 -- UNIVERSAL EMERGENCY NUMBER SERVICE (911)**

**7.3 Emergency Telephone Service Charge**

- 7.3.1 The 911 provider will be permitted to recover costs incurred for providing 911 service through the Emergency Telephone Service Charge.
- 7.3.2 For any Emergency Telephone District (911 service) wishing to recover costs the following shall apply:
- 7.3.3 The Emergency Telephone Service Charge shall be determined by the designated coordinator of the 911 service district based on the costs and charges submitted by the service suppliers.
- A) The amount of the Emergency Telephone Service Charge payable monthly by a service user for recurring costs and charges shall not exceed the amount authorized by the Commission.
- B) The amount of the Emergency Telephone Service Charge payable monthly by a service user for non-recurring costs and charges shall not exceed the amount authorized by the Commission.
- 7.3.4 Because the Company's serving boundaries and political subdivisions and 911 service district boundaries may not coincide, the Emergency Telephone Service Charge will be payable by all service users served by a central office providing 911 service.

**7.4 Rates and Charges**

- 7.4.1 Appropriate recurring and non-recurring service charges and apply as set forth in the applicable Commission tariffs of the Company or by concurrence with other telephone company tariffs or by special contractual agreements between the Company and the appropriate governmental agency.

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**SECTION 7 – UNIVERSAL EMERGENCY NUMBER SERVICE (911)**

**7.5 Rules and Regulations**

- 7.5.1 This service is limited to the use of central office telephone number 911 as the emergency telephone number.
- 7.5.2 The Company shall not be required to provide 911 Service to less than an entire central office (switching entity).
- 7.5.3 The Company will not provide both Basic 911 and Enhanced 911 Service within a given central office (switching entity).
- 7.5.4 911 Service is furnished to the Customer only for the purpose of receiving reports of emergencies from the public.
- 7.5.5 Intercept service for the seven-digit emergency numbers replaced by 911 will be provided, upon request, for up to one year or until the next Customer directory issuance, whichever is longer, at no charge.
- 7.5.6 911 Service lines are arranged for one-way incoming service to the appropriate PSAP. These lines cannot be used to originate calls from a PSAP.
- 7.5.7 911 Service lines are provided solely for the benefit of the Customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, or regarded as being for the benefit of, or creating any obligation, either expressed or implied, toward any third person or legal entity other than the Customer.
- 7.5.8 The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the service users to have the ability to access the PSAP.
- 7.5.9 Any terminal equipment (PSAP) used in connection with 911 Service, whether such equipment is provided by the Company or the Customer, shall not be permitted to be used to extract any information from the Data Management System, other than information relating to number identified as the source of as in-progress 911 call.
- 7.5.10 E911 information consisting of the names, addresses and telephone numbers of telephone Customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential- Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls and is not to be used or disclosed by the Customer, its agents or employees for any other purpose.

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OF KENTUCKY  
EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

Effective November 1, 1999  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

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**SECTION 7 -- UNIVERSAL EMERGENCY NUMBER SERVICE (911)**

**7.5 Rules and Regulations (Cont'd.)**

7.5.11 The Company's entire liability to any person for interruption or failure of 911 Service shall be limited to the terms specified in this and other Tariffs.

7.5.12 The rates charged for 911 Service do not include the monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The Customer shall be responsible for making such operational tests as, in the judgment of the Customer, are required to determine whether the system is functioning properly for its use. The Customer shall promptly notify the Company in the event the system is not functioning properly.

7.5.13 The Company's liability to the Customer, the 911 calling party or any other party or persons for any loss or damage arising from errors, interruptions, omissions, delays, defects, failures, or real functions of this service or any part thereof, whether caused by the negligence of the Company or otherwise, shall not exceed the amount equivalent to the pro-rate charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credits which may be given for an out-of-service condition.

7.5.14 The Customer and participating governmental units and agencies each agree to release, indemnify, defend, and hold harmless the Company, from any and all loss, claims, demands, suits or other action, or any liability what-so-ever, other than the Company's sole negligence, arising out of the Customer's use of 911 service, whether suffered, made, instituted or asserted by the Customer or by any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others; and the Customer and participating governmental units and agencies agree to purchase and maintain adequate insurance against such liability.

7.5.15 The Customer agrees to release, indemnify, defend, and hold harmless the Company from any infringement or invasion of the right of privacy or confidentiality of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 service hereunder, and which arise out of the negligence or other wrongful act of the Customer, its user agencies or municipal entities, or the employees or agents of any one of them.

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: *Stephan B. Bell*  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

Effective: November 1, 1999

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**SECTION 7 -- UNIVERSAL EMERGENCY NUMBER SERVICE (911)**

**7.5 Rules and Regulations (Cont'd.)**

- 7.5.16 The installation of initial or subsequent 911 exchange lines to maintain applicable the Company standards, will be provided, at the appropriate charges by the Company.
- 7.5.17 Because the Company's telephone exchange boundaries and political subdivisions and 911 service district boundaries may not coincide, as a condition of 911 Service, the Customer must handle or make arrangements to handle all 911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the Customer's public safety jurisdiction.
- 7.5.18 Application for 911 Service must be made in writing by the Customer. If application for service is made by an agent, the Company must be provided with satisfactory written proof of authority of the agent by the Customer.
- 7.5.19 The Customer shall:
- A) Subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, for receiving non-911 calls, and for operator forwarded calls.
  - B) Subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Company.
  - C) Appoint a coordinator who will be responsible for the implementation of the final 911 service plan and the determination of the Emergency Telephone Service Charge, and will oversee the annual auditing process, and negotiate call handling situations where central office overlaps.

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EFFECTIVE

NOV 01 1999

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)  
BY: Stephan O. Bue  
SECRETARY OF THE COMMISSION

Issued: October 1, 1999

Effective: November 1, 1999

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All material on this page is new except as otherwise noted

### 8.1 "Prime Dedicated Facility Installation" Promotional Program

New retail end-user Customers who sign orders for PrimeXpress, PrimeConnect, PrimePlex PRI, PrimePath, PrimePath NBX, PrimeNBX or Prime Digital Trunk services between March 3, 2000 and June 30, 2000 and who commit to the minimum requirements specified below are eligible to receive a credit equal to the standard installation charges for the services ordered under this promotional program.

Installation charges related to nonstandard services, special construction, or features are not included in this program. Customers are responsible for payment of any associated governmental fees, surcharges, or taxes applicable to installation charges. Customers are required to sign a term commitment for at least one-year between March 3, 2000 and June 30, 2000. Credit will be applied on the first month's bill following installation of the service. Service must be installed by September 27, 2000.

This promotional program is not valid with any other promotional program except the Company's "PBX Re-Programming Credit Promotional Program" or in conjunction with services under contract or priced on an Individual Case Basis. Only one Prime Dedicated Facility Installation promotion is permitted per Customer location. If the Customer terminates service before the end of the commitment period, the Customer will be responsible for repayment of any installation charges waived under this program. The Customer will also be charged early termination charges where applicable.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

MAR 03 2000

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)  
BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

Issued: February 2, 2000

Effective: March 3, 2000

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**SECTION 8 -- PROMOTIONAL OFFERINGS**

All material on this page is new except as otherwise noted

**8.2 "PBX Re-Programming Credit" Promotional Program**

From March 3, 2000 through March 31, 2000, retail end-user customers who order PrimeXpress, PrimePlex, PrimeConnect, PrimePath NBX, PrimeNBX and Prime Digital Trunk (where available) services, and who commit to the minimum requirements specified below, will be eligible to receive a credit of \$500.00. This credit is provided to reimburse customers for costs associated with reprogramming their PBXs for each PrimeXpress, PrimePlex, PrimeConnect, PrimePath NBX, PrimeNBX and Prime Digital Trunk facility ordered under this program. Credits under this promotional program are not applicable for reimbursement of any governmental fees, surcharges, taxes, or shipping and handling charges associated with the customer's PBX reprogramming costs.

Customers are required to sign a one-year term commitment. Customers ordering Prime Digital Trunk service must order a minimum of 12 channels. Customers must also presubscribe to the Company for their local and intraLATA toll calling. All tariffed monthly recurring charges for PrimeXpress, PrimePlex, PrimeConnect or Prime Digital Trunk service apply.

This promotion is only valid where facilities permit. Service must be installed by June 1, 2000.

This promotional program is not valid with any other Company promotional program (except where allowed under applicable tariffs) or in conjunction with services under contract. Only one PBX Re-Programming Credit promotion is permitted per Customer location. If the customer terminates service before the end of the commitment period, the customer will be responsible to repay the credits provided under this program. The customer will also be charged early termination charges equal to the facilities charge times the remaining months of the customer's term commitment.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

MAR 03 2000

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)  
BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

Issued: February 2, 2000

Effective: March 3, 2000

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## SECTION 8 -- PROMOTIONAL OFFERINGS

## 8.1 "Prime Dedicated Facility Installation" Promotional Program

New retail end-user Customers who sign orders for PrimeXpress, PrimeConnect, PrimePlex PRI, PrimePath, PrimePath NBX, PrimeNBX or Prime Digital Trunk services between March 3, 2000 and June 30, 2000 and who commit to the minimum requirements specified below are eligible to receive a credit equal to the standard installation charges for the services ordered under this promotional program.

Installation charges related to nonstandard services, special construction, or features are not included in this program. Customers are responsible for payment of any associated governmental fees, surcharges, or taxes applicable to installation charges. Customers are required to sign a term commitment for at least one-year between March 3, 2000 and June 30, 2000. Credit will be applied on the first month's bill following installation of the service. Service must be installed by September 27, 2000.

This promotional program is not valid with any other promotional program except the Company's "PBX Re-Programming Credit Promotional Program" or in conjunction with services under contract or priced on an Individual Case Basis. Only one Prime Dedicated Facility Installation promotion is permitted per Customer location. If the Customer terminates service before the end of the commitment period, the Customer will be responsible for repayment of any installation charges waived under this program. The Customer will also be charged early termination charges where applicable.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

MAY 25 2000

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan Bue  
SECRETARY OF THE COMMISSION

Issued: April 25, 2000

Effective: May 25, 2000

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**SECTION 8 -- PROMOTIONAL OFFERINGS**

**8.2 "PBX Re-Programming Credit" Promotional Program**

From March 3, 2000 through March 31, 2000, retail end-user customers who order PrimeXpress, PrimePlex, PrimeConnect, PrimePath NBX, PrimeNBX and Prime Digital Trunk (where available) services, and who commit to the minimum requirements specified below, will be eligible to receive a credit of \$500.00. This credit is provided to reimburse customers for costs associated with reprogramming their PBXs for each PrimeXpress, PrimePlex, PrimeConnect, PrimePath NBX, PrimeNBX and Prime Digital Trunk facility ordered under this program. Credits under this promotional program are not applicable for reimbursement of any governmental fees, surcharges, taxes, or shipping and handling charges associated with the customer's PBX reprogramming costs.

Customers are required to sign a one-year term commitment. Customers ordering Prime Digital Trunk service must order a minimum of 12 channels. Customers must also presubscribe to the Company for their local and intraLATA toll calling. All tariffed monthly recurring charges for PrimeXpress, PrimePlex, PrimeConnect or Prime Digital Trunk service apply.

This promotion is only valid where facilities permit. Service must be installed by June 1, 2000.

This promotional program is not valid with any other Company promotional program (except where allowed under applicable tariffs) or in conjunction with services under contract. Only one PBX Re-Programming Credit promotion is permitted per Customer location. If the customer terminates service before the end of the commitment period, the customer will be responsible to repay the credits provided under this program. The customer will also be charged early termination charges equal to the facilities charge times the remaining months of the customer's term commitment.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

**MAY 25 2000**

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

**Issued: April 25, 2000**

**Effective: May 25, 2000**

**By: Kathy Boegershausen, Tariff Analyst  
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**SECTION 8 -- PROMOTIONAL OFFERINGS**

**8.3 "ON-NET" Promotional Program**

From March 3, 2000 through June 30, 2000, new and existing retail end-user customers who order PrimePath, Prime Digital Trunk, PrimeXpress, PrimePath NBX, PrimeNBX or PrimePlex PRI will receive a credit equal to the standard installation charges for these services. Customers who commit to the minimum requirements specified below will also be eligible to receive one of the following credits:

- Customers who commit to a one-year term plan will receive a credit equal to one month's recurring charges for eligible services ordered under this promotional program.
- Customers who commit to a two-year term plan will receive a credit equal to two months' recurring charges for eligible services ordered under this promotional program.
- Customers who commit to a three-year term plan will receive a credit equal to three months' recurring charges for eligible services ordered under this promotional program.

Customers are responsible for payment of any associated governmental fees, surcharges or taxes applicable to the installation or monthly recurring charges. Service Order Charge and non-standard installation charges are not eligible for credit under this promotional program. Credit will be applied to the first month's bill following installation of service.

This promotion is only valid where facilities permit. Service must be installed by September 30, 2000.

This promotional program is not valid with any other Company promotional program. If the Customer terminates service before the end of the commitment period, the Customer will be responsible for paying any charges waived under this program. The Customer will also be charged early termination charges equal to the facilities charge times the remaining months of the Customer's term commitment.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

**MAY 25 2000**

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

**Issued: April 25, 2000**

**Effective: May 25, 2000**

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## SECTION 8 - PROMOTIONAL OFFERINGS

## 8.4 Vendor Credit Promotional Program

Customers ordering PrimePath, PrimeXpress, PrimePlex, Prime Digital Trunk, PrimeConnect, PrimeNBX or PrimePathNBX service between June 1, 2001, and December 31, 2001, and who commit to the minimum requirements specified below, will receive one of the following credits:

## DSO Service - PrimePath

Customers who commit to \$500. in combined Local, IntraLATA, and Monthly Recurring Charges over a 12 month period, will receive a one-time \$250. Vendor Credit.

## DS1 Service - PrimeXpress, PrimePlex, Prime Digital Trunk, PrimeConnect

Customers who commit to \$500. in combined Local, IntraLATA, and Monthly Recurring Charges over a 12 month period, will receive a one-time \$500. Vendor Credit.

## PrimeNBX

Customers who order a minimum of 49 lines per location, select TCG as their primary carrier for local and intraLATA toll calling, and sign a minimum contract of one (1) year, will receive a one-time vendor credit of \$500 per qualifying location.

## PrimePathNBX

Customers who order a minimum of 10 lines per location, select TCG as their primary carrier for local and intraLATA toll calling, and sign a minimum contract of one (1) year, will receive a one-time vendor credit of \$250 per qualifying location.

This promotion is valid for Customers using outside vendors to perform services required to install PrimePath, PrimeXpress, PrimePlex, Prime Digital Trunk, PrimeConnect, PrimeNBX, or PrimePathNBX service. Credit will be applied by the fourth month's bill following installation of the service. No credit checks will be issued. Service must be installed no later than March 31, 2002.

This promotional program applies to new services requiring a Vendor to implement an equipment upgrade, PBX reprogramming, CPE equipment reconnections, or for new locations of existing PrimeNBX or PrimePathNBX customers that meet the minimum ordering requirements. Existing services or current Customers moving service to a new location are not eligible. This promotion is not valid with services under contract or priced on an Individual Case Basis. Only one Vendor Credit promotion is permitted per Customer location, in a 12 month period. Customers are required to submit proof of Vendor charges. Proof of Vendor work must be in the form of a bill or invoice.

Eligibility is contingent upon service availability in customer location.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JUN 01 2001

Issued: May 2, 2001

PURSUANT TO 807 KAR 5.011.  
Effective: June 1, 2001  
SECTION 8(1)

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SECRETARY OF THE COMMISSION

**SECTION 8 - PROMOTIONAL OFFERINGS**

**8.5 Equipment Credit Promotion**

Customers ordering new Business Lines and Trunks between June 1, 2001, and December 31, 2001, and who commit to the minimum requirements specified below, will receive the following credit:

DS1 Service - PrimeXpress, PrimePlex, Prime Digital Trunk & Prime Connect  
Customers who purchase new DS-1 facilities and commit to a 3 year term contract, will receive a \$2,500. Equipment Credit.

This promotion is valid for Customers upgrading equipment or adding DS1 cards in a PBX. Credit will be applied on the first month's bill following installation of the service. Service must be installed no later than March 31, 2002.

This promotional program applies to new DS-1 facilities; existing Customers moving facilities to a new location are not eligible. This promotion is not valid with in conjunction with services under contract or priced on an Individual Case Basis. There will be a maximum of 5 credits per location for a maximum of 20 locations.

Eligibility is contingent upon service availability in customer location.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

Issued: May 2, 2001

JUN 01 2001  
Effective: June 1, 2001

By: Margaret Jara, Tariff Analyst  
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PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
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**SECTION 8 - PROMOTIONAL OFFERINGS**

All material on this page is new

**8.6 Customer Premise Equipment (CPE) Credit Promotion**

New Customers purchasing Customer Premise Equipment (CPE) for PrimeNBX or PrimePathNBX, between (tariff effective date) and March 31, 2001, and who commit to the minimum requirements specified below, will receive the following credits as applicable for digital and analog equipment.

**Digital Equipment**

- \$10.00 per digital line for a one year contract
- \$20.00 per digital line for a two year contract
- \$40.00 per digital line for a three year contract

**Analog Equipment**

- \$ 3.00 per analog line for a one year contract
- \$ 6.00 per analog line for a two year contract
- \$12.00 per analog line for a three year contract

This promotion is valid to new Customers who were previous Centrex customers of another Local Exchange Carrier and select TCG as their primary carrier for local and intralata toll calling, and commit to a minimum of a one (1) year contract. For PrimePathNBX, a minimum of 10 lines per location must be purchased. For PrimeNBX, a minimum of 49 lines per location must be purchased. Service must be installed no later than June 30, 2001.

Credits will be issued by the customer's fourth invoice in the form of a one time credit based on the number of analog and/or digital PrimeNBX or PrimePathNBX lines on customers' initial order and the length of the customer commitment. No credit checks will be issued. Customers are required to submit proof of purchase of CPE. Proof of purchase must be in the form of a bill or invoice.

This promotional program applies to new PrimeNBX or PrimePathNBX customers that meet the minimum requirements. Existing services or current Customers moving service to a new location are not eligible. This promotion is not valid with services under contract or priced on an Individual Case Basis. Only one CPE Equipment Credit is permitted per Customer location in a 12-month period.

Customers who terminate their service plan prior to the expiration of the selected term period will be billed a fee in addition to termination liability charges. The fee will be equal to the CPE Equipment Credit issued multiplied by 1/12 for a one-year contract, 1/24 for a two-year contract, or 1/36 for a three contract, multiplied by the number of months remaining in the term plan.

Eligibility is contingent upon service availability in customer location.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY

Issued: October 5, 2000

Effective: November 6, 2000

By: Kathy Boegershausen, Tariff Analyst  
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NOV 06 2000

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)  
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SECRETARY OF THE COMMISSION

## SECTION 8 - PROMOTIONAL OFFERINGS

8.7 Monthly Recurring Charge Waiver Promotion

Customers ordering PrimePath, PrimeXpress, PrimePlex, Prime Digital Trunk & Prime Connect services between June 1, 2001, and December 31, 2001, and who commit to the minimum requirements specified below, will receive the following credit:

## DSO Service - PrimePath

Customers who commit to \$500. in combined Local, IntraLATA, and Monthly Recurring Charges over a 12 month period, will receive a 1 month Monthly Recurring Charge waiver.

## DS1 Service - PrimeXpress, PrimePlex, Prime Digital Trunk &amp; Prime Connect

Customers who commit to \$500. in combined Local, IntraLATA, and Monthly Recurring Charges over a 12 month period, will receive a 1 month Monthly Recurring Charge waiver.

This promotion is valid for new Customers ordering PrimePath, PrimeXpress, PrimePlex, Prime Digital Trunk & Prime Connect services. Credit will be applied on the first month's bill following installation of the service. Service must be installed no later than March 31, 2002.

This promotional program applies to new Customers; existing services or current Customers moving service to a new location are not eligible. This promotion is not valid in conjunction with services under contract or priced on an Individual Case Basis. A location cannot receive more than 1 credit in a 12 month period.

Eligibility is contingent upon service availability in customer location.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JUN 01 2001

Issued: May 2, 2001

Effective: June 1, 2001

PURSUANT TO 807 KAR 5.011.

SECTION 9(1)

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## SECTION 8 - PROMOTIONAL OFFERINGS

All material on this page is new

**8.8 Install and/or Monthly Recurring Charge Waiver Promotion**

Customers ordering PrimeNBX or PrimePathNBX services between (tariff effective date) and March 31, 2001, and who commit to the minimum requirements specified below, will be eligible for a waiver of their first month's Monthly Recurring Charge (MRC) and/or free installation. Taxes, FCC charges and any other special charges or surcharges are not included.

This promotion is valid for new Customers, and new locations of existing customers, ordering PrimeNBX or PrimePathNBX service who select TCG for their primary carrier for local and intralata calling and commit to a minimum of a one (1) year contract. For PrimePathNBX, a minimum of 10 lines per location must be purchased. For PrimeNBX, a minimum of 49 lines per location must be purchased. Credit will be applied on the first month's bill following installation of the service. Service must be installed no later than June 30, 2001. No credit checks will be issued.

This promotional program applies to new Customers, and new locations of existing customers that meet the minimum requirements. This promotion is not valid in conjunction with services under contract or priced on an Individual Case Basis. A location cannot receive more than one MRC credit and/or install waiver in a 12 month period.

Customers who terminate their service plan prior to the expiration of the selected term period will be billed a termination charge equal to the MRC multiplied by the number of months remaining in the term plan.

Eligibility is contingent upon service availability in customer location.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 06 2000

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Stephan D. Bee  
SECRETARY OF THE COMMISSION

Issued: October 5, 2000

Effective: November 6, 2000

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SECTION 8 – PROMOTIONAL OFFERINGS

8.8 Remote Call Forwarding Promotional Waivers

From November 1, 2001 through April 30, 2002, new and existing end-user retail customers who order Remote Call Forwarding, who meet the requirements specified below, will be eligible to receive the following waivers:

- Customer's Monthly Recurring Charge for the initial number and each additional path will be waived for one month, and Customer's non-recurring charge will be waived.

Customer must subscribe to PrimePath, PrimeXpress or PrimePlex standalone service.

Customer must specify the number of paths to be redirected simultaneously; this number can be between 1 and 48. The Customer is responsible to ensure that their terminating location can handle the Remote Call Forwarding calls.

Customers are responsible for payment of any associated governmental fees, surcharges or taxes applicable to the installation or monthly recurring charges. Waivers will be applied beginning with the first month's bill following installation of service.

This promotion is only valid where facilities permit, and is not available with Integrated Offers. Service must be ordered by April 30, 2002, and installed by May 31, 2002. A location cannot receive more than 1 Monthly Recurring Charge waiver, per location, in a 12-month period.

This promotional program is not valid with any other Company promotional program. If the Customer terminates their existing service before the end of the commitment period, the Customer will be responsible for paying any charges waived under this program

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 05 2001

PURSUANT TO 807 KAR 6.011,  
SECTION 9 (1)  
BY Stephan D. Bell  
SECRETARY OF THE COMMISSION

Issued: October 5, 2001

Effective: November 5, 2001

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SECTION 8 - PROMOTIONAL OFFERINGS

8.10 DS1 Promotional Recurring Charge Waiver

Customers ordering PrimeXpress or PrimePlex services between January 1, 2003, and February 28, 2003, and who commit to the minimum requirements specified below, will receive the following credit:

(C)

DS1 Digital Facilities or DS1 ISDN PRI Service  
PrimeXpress or PrimePlex Customers who commit to \$500 in combined Local, IntraLATA, and Monthly Recurring Charges, over a 12-month period, will receive a 1 month Monthly Recurring Charge waiver.

This promotion is valid for new or existing Customers subscribing to new DS-1 Digital Facilities or DS-1 ISDN PRI Service. Credit will be applied on the first month's bill following installation of the service. Services must be ordered no later than April 30, 2003, and Service must be installed no later than May 31, 2003.

(C)

(C)

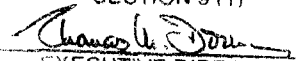
This promotional program applies to new and existing Customers. This promotion is not valid in conjunction with services under contract or priced on an Individual Case Basis. A location cannot receive more than 1 credit in a 12 month period.

Eligibility is contingent upon service availability in customer location.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 2003

PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

BY   
EXECUTIVE DIRECTOR

Issued: December 2, 2002

Effective: January 1, 2003

By: Leslie O. Buford, Tariff Administrator  
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Chicago, IL 60606

SECTION 8 PROMOTIONAL OFFERINGS

8.11 Vendor Equipment and Service Credits

Customers ordering PrimeXpress or PrimePlex service between January 1, 2003, and February 28, 2003, and who commit to the minimum requirements specified below, will receive the following credit: (C)

DS1 Service - PrimeXpress, PrimePlex  
Customers who commit to a three (3) year term plan for combined Local, IntraLATA, and Monthly Recurring Charges are eligible to receive a one-time \$1,000 Vendor Equipment and Service Credit.

This promotion is valid for Customers using outside vendors to perform services or purchasing a DS-1 card required to install PrimeXpress and PrimePlex service. There will be a maximum of 5 credits per location with a maximum of 20 locations. Service must be ordered by April 30, 2003, and Service must be installed no later than May 31, 2003. (C)  
(C)

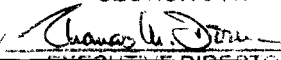
This promotional program applies to new services requiring an equipment upgrade or PBX reprogramming; existing services or current Customers moving service to a new location are not eligible. This promotion is not valid with any other promotional program or in conjunction with services under contract or priced on an Individual Case Basis.

Eligibility is contingent upon service availability in customer location.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 2003

PURSUANT TO 807 KAR 0011  
SECTION 9 (1)

BY   
EXECUTIVE DIRECTOR

Issued: December 2, 2002

Effective: January 1, 2003

By: Leslie O. Buford, Tariff Administrator  
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SECTION 8 PROMOTIONAL OFFERINGS

8.12 OnNet Type 1 \$1,000 Vendor Credit Promotion

Beginning June 1, 2002, and ending December 31, 2002, TCG will offer under this promotion a \$1,000 bill credit to new and existing PrimeXpress and PrimePlex customers.

This promotion is valid for Customers using outside vendors to perform services or purchasing a DS-1 card that is required to install PrimeXpress and PrimePlex services.

In order to qualify for this promotion Customers must commit to a three-year term plan for combined Local usage, intralATA usage and Monthly Recurring Charges per location during a 12-month period after enrollment in this promotion.

Customers will receive only one credit for service performed or DS-1 card purchased.

Customers are responsible for payment of any associated governmental fees, surcharges or taxes applicable to the credited charges.

This promotion is only valid where facilities permit. Service must be installed no later than March 31, 2003.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JUN 01 2002

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

Issued: May 2, 2002

Effective: June 1, 2002

By: Leslie O. Buford, Tariff Administrator  
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SECTION 8 PROMOTIONAL OFFERINGS

8.13 OnNet Type 1 Two-Months Monthly Recurring Chrg (MRC) Waiver  
Promotion

Beginning June 1, 2002, through December 31, 2002, TCG will offer to waive the Monthly Recurring Charge (MRC) for two consecutive billing months to new and existing PrimeXpress or PrimePlex Customers.

In order to qualify for this promotion, Customers must commit to bill a minimum of \$500 in combined Local usage, intraLATA usage and Monthly Recurring Charges during a 12-month period after enrollment in this promotion.

The waiver can only be applied for one two-month period per location. A location cannot receive more than one credit in a 12-month period. Customers ordering this promotion are not eligible for the one-month MRC waiver promotion

Customers are responsible for payment of any associated governmental fees, surcharges, or taxes applicable to the credited charges.

This promotion is only valid where facilities permit. Service must be installed no later than March 31, 2003.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JUN 01 2002

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

Issued: May 2, 2002

Effective: June 1, 2002

By: Leslie O. Buford, Tariff Administrator  
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SECTION 8    PROMOTIONAL OFFERINGS

8.14    PrimePath Month to Month Service Install Waiver Promotion

From February 12, 2003, through June 30, 2003, Customers subscribing to PrimePath Standalone Service will who commit to the minimum requirements specified below are eligible to receive a one time credit equal to the facilities based installation charge. Customers are responsible for the payment of any associated governmental fees, surcharges, or taxes applicable to installation charge. The credit will be applied on the first month's bill following installation of the service.

This promotion is available to new PrimePath customers as well as new locations and/or new facilities of existing customers who subscribe to TCG PrimePath standalone month-to-month service.

To qualify, Customer's payments must produce a minimum of \$500 in combined local, intraLATA and MRC revenue over a 12-month period and Customer must select AT&T as the primary carrier for local and intraLATA toll calling. The installation charge waiver is not applicable for customers moving locations or for existing contracts. The Service Order Charge for PrimePath services and non-recurring charges for ancillary installation, special services, or features are not eligible to receive waivers under this program. In order to qualify for this promotion, Customer must subscribe to the Service by June 30, 2003 and place a firm order by August 31, 2003, and the Service must be installed by September 30, 2003.

Customers may enroll in other Local Voice promotions, providing that they meet the eligibility requirements for those other promotions. If the Customer does not meet the qualification requirements specified above, the Customer will be will be responsible for payment of any installation charges waived under this promotion.

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Issued: January 13, 2003

Effective: February 12, 2003

By: Leslie O. Buford, Tariff Administrator  
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SECTION 8 PROMOTIONAL OFFERINGS

8.14 PrimePath Month-to-Month Service Install Waiver Promotion

From July 18, 2003, through December 31, 2003, Customers  
subscribing to PrimePath Standalone Service will who commit to the  
minimum requirements specified below are eligible to receive a one  
time credit equal to the facilities based installation charge.  
Customers are responsible for the payment of any associated  
governmental fees, surcharges, or taxes applicable to installation  
charge. The credit will be applied on the first month's bill  
following installation of the service.

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This promotion is available to new PrimePath customers as well as  
new locations and/or new facilities of existing customers who  
subscribe to TCG PrimePath standalone month-to-month service. To  
qualify, Customer's payments must produce a minimum of \$500 in  
combined local, intraLATA and MRC revenue over a 12-month period  
and Customer must select AT&T as the primary carrier for local and  
intraLATA toll calling. The installation charge waiver is limited  
to 25 lines per location, and is not applicable for customers  
moving locations or for existing contracts. The Service Order  
Charge for PrimePath services and non-recurring charges for  
ancillary installation, special services, or features are not  
eligible to receive waivers under this program. In order to  
qualify for this promotion, Customer must subscribe to the Service  
by December 31, 2003 and place a firm order by February 28, 2004,  
and the Service must be installed by March 31, 2004.

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Customers may enroll in other Local Voice promotions, providing  
that they meet the eligibility requirements for those other  
promotions. If the Customer does not meet the qualification  
requirements specified above, the Customer will be responsible for  
payment of any installation charges waived under this promotion.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

AUG 18 2003

PURSUANT TO 807 KAR 5:011  
SECTION 9(1)

BY   
EXECUTIVE DIRECTOR

Issued: July 18, 2003

Effective: August 18, 2003

By: Leslie O. Buford, Tariff Administrator  
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SECTION 8 - PROMOTIONAL OFFERINGS

8.16 DS1 Promotional Recurring Charge Waiver

Customers ordering new DS-1 Digital Facilities, PrimeXpress or PrimePlex services between June 25, 2004 and December 25, 2004, and who commit to the minimum requirements specified below, will receive the following credit:

DS1 Digital Facilities or PrimeXpress or PrimePlex Customers who commit to \$500 in combined Local, IntraLATA, and Monthly Recurring Charges, over a 12-month period, will receive a 1 month Monthly Recurring Charge waiver.

Credit will be applied on the first month's bill following installation of the service. Services must be ordered no later than February 28, 2005, and Service must be installed no later than April 30, 2005.


This promotional program applies to new and existing Customers. Customer moves are not eligible. This promotion is not valid in conjunction with services under contract or priced on an Individual Case Basis. A location cannot receive more than 1 credit in a 12-month period.

Eligibility is contingent upon service availability in customer location.

PUBLIC SERVICE COMMISSION  
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JUN 25 2004

PURSUANT TO 807 KAR 5011  
SECTION 9(1)

BY    
EXECUTIVE DIRECTOR

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Issued: May 25, 2004

Effective: June 25, 2004

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Chicago, IL 60606

SECTION 8 - PROMOTIONAL OFFERINGS

8.17 Vendor Equipment and Service Credits

Customers ordering PrimeXpress or PrimePlex service between June 25, 2004 and December 25, 2004, and who commit to the minimum requirements specified below, will receive the following credit:

DSL Service - PrimeXpress, PrimePlex Customers who commit to a three (3) year term plan for combined Local, IntraLATA, and Monthly Recurring Charges are eligible to receive a one-time \$1,000 Vendor Equipment and Service Credit.

This promotion is valid for Customers using outside vendors to perform services or purchasing a DS-1 card required to install PrimeXpress and PrimePlex service. There will be a maximum of 5 credits per location with a maximum of 20 locations. Service must be ordered by February 28, 2005, and Service must be installed no later than April 30, 2005.

This promotional program applies to new services requiring an equipment upgrade or PBX reprogramming; existing services or current Customers moving service to a new location are not eligible. This promotion is not valid with any other promotional program or in conjunction with services under contract or priced on an Individual Case Basis.

Eligibility is contingent upon service availability in customer location.

This promotional program applies to new services requiring an equipment upgrade or PBX reprogramming; existing services or current Customers moving service to a new location are not eligible. This promotion is not valid with any other promotional program or in conjunction with services under contract or priced on an Individual Case Basis.

Eligibility is contingent upon service availability in customer location.

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PURSUANT TO 807 KAR 5:011  
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